



# MOUNT WACHUSETT COMMUNITY COLLEGE

## How BlackBeltHelp's 24/7 IT Helpdesk Support Streamlined Mount Wachusett Community College's Support Departments



### SUCCESS STORY



Dan Horlander  
Executive Director of IT  
Mount Wachusett Community College

#### Website

[www.mwcc.edu](http://www.mwcc.edu)

#### Type

2-year, Public

#### Total Enrollment

2,868

#### Founded

1963

*We are pleased with the quality of services provided by BlackBeltHelp, ensuring that students receive timely and effective support. Their needs are met promptly, contributing to a smooth and successful learning experience.*

Dan Horlander  
Executive Director of IT  
Mount Wachusett Community College

### THE CHALLENGE

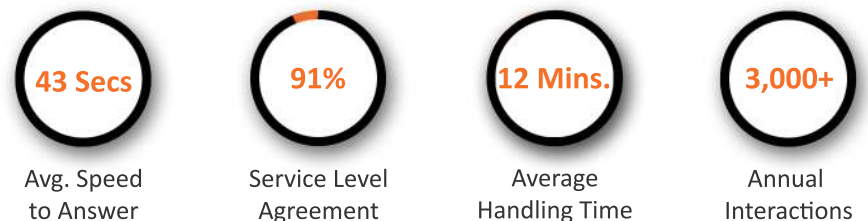
Before integrating BlackBeltHelp's helpdesk support solutions, MWCC faced delays in addressing support requests due to manual handling and limited staffing and resources. The student experience was not very smooth, and the institution encountered various challenges, including:

- Difficulty handling staff queries efficiently.
- The need for a helpdesk solution that provides 24/7 support for various issues such as login problems, ERP, email, and network issues.

### THE SOLUTION

BlackBeltHelp not only provided 24/7 support to address the queries of students but also assisted MWCC by dedicating resources specifically to handle faculty queries. This comprehensive support ensured that both students and faculty received timely and efficient assistance with their issues.

### OUTCOMES



### ABOUT MOUNT WACHUSETT COMMUNITY COLLEGE

Mount Wachusett Community College is a public community college in Gardner, Massachusetts. Established by the Commonwealth of Massachusetts in 1963, it features an open admissions policy for the majority of its academic programs.