

Comprehensive IT Helpdesk Solution

Whatever, Whenever, Wherever



Benefits

- Improve end user satisfaction
- Focus limited staff on complex issues
- Spend more time on strategic initiatives

Technology and student services play a pivotal role in Higher education. There's an evident rise in the level of help desk support demanded by students, faculty & staff today. They seek convenience, increased channels of support and more availability. As the once widely accepted 9-5 service model is no longer meeting the needs. It's becoming challenging for the institutions IT Department to meet such increasing demands due to reduced resources.

BlackBeltHelp comprehensive help desk solution provides a flexible, cost-effective help desk model designed to meet the unique needs of your students, faculty, and staff – 24*7*365. As an extension of your on-site team, our live advisors enable you to:

- Be flexible to support users round the clock and Improve end user satisfaction
- Off-load staff from routine queries and focus limited staff on complex issues
- With extra time, advance to technology adoption and other strategic initiatives



Customer Reviews



My experience with BlackBeltHelp has been very good..

Karen D. Walton, Ed.D. *Provost & Vice President for Academic Affairs, DeSales University*

BlackBeltHelp is flexible and within the budget...

Karl Horvath, Ph.D. *Chief Information Officer, Gwynedd Mercy University*

World-Class Service:

Adopting a holistic approach and through real time monitoring of helpdesk activity for gaining insight into problem areas is helping BlackBeltHelp clients deliver world-class service to their students, faculty and staff.

 <h3>IT Helpdesk</h3> <ul style="list-style-type: none">• Computers & laptops• Network Connectivity• Software Applications• Operating System• Email & Communication• Printer & Scanners• Viruses removal• Smart phones & tablet	 <h3>LMS Support</h3> <ul style="list-style-type: none">• Blackboard®<ul style="list-style-type: none">◦ Angel®◦ WebCT®• Moodle®• Desire2Learn®• Instructure® Canvas®• SkillSoft®• Cornerstone®• SumTotal Systems®and more...	 <h3>ERP Support</h3> <ul style="list-style-type: none">• Jenzabar• Peoplesoft• Banner• PowerCampus• Datatel• WebAdvisor• HomeGrown• Poise Systemand more...
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About BlackBeltHelp:

BlackBeltHelp is the #1 Help Desk service provider supporting Higher Education and Home Users for past 12 years.

With over 200 clients globally, BlackBeltHelp has 400 full-time technical and counseling staff handling 600,000+ support requests per year in a 24*7*365 environment.

Our advisors support students, faculty and staff with:

- General IT, Learning Management System & ERP related issues
- Student services enquiry related to financial aid, admissions and enrollments, registrar, facilities and general switchboard.

Our operation centers are based in the United States (Ohio, Illinois) and India (Gurgaon, Bangalore)

Contact Person

Ron Bhalla

Co-Founder & CEO

(844) BLKBELT (Ext:218)

ron_bhalla@blackbelthelp.com