6-Hour Ticket Resolutions & Streamlined Workflows: Why WebsterCSD Switched to HappyFox

Industry - Education

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About Webster Central School District

Webster Central School District (WCSD) is a large school district in upstate New York, serving approximately 9,000 students and 2,000 employees across 11 buildings. The district's 15-member technology team primarily manages IT support, but HappyFox Help Desk is also used by HR, Facilities, Safety & Security, Data Analysis, and Ground Staff, ensuring seamless internal operations.

Challenge

For over 10 years, WebsterCSD relied on Dell Kace (later acquired by Quest) for ticketing, asset management, and software deployment. However, over time, the system began experiencing performance issues, making it difficult to use effectively. Key challenges included

- The existing platform's declining performance led to inefficiencies.

- Complex and restrictive features no longer met their needs.

- Limited flexibility to accommodate growing service desk demands across departments.

This led WebsterCSD to search for a modern, flexible service desk solution that could support internal IT service management and cross-departmental workflows efficiently.

Implementation

After researching various help desk solutions, WebsterCSD chose HappyFox Help Desk and HappyFox Workflows due to:

- Ease of use

- Customizability

- Feature-rich ecosystem

The transition was phased, starting with the IT team, and as the benefits became evident, other departments like HR, Facilities, Security, and Data Analysis adopted HappyFox for their service requests.

Why HappyFox?

Powerful Workflow Automation   Built-in Asset Management

Scalability   Seamless Multi-Department Use   Strong Customer Support

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Results

Since implementing HappyFox Help Desk and Workflows, WebsterCSD has seen remarkable improvements in internal service operations

- 800+ tickets processed per month on average.

- First response time within one hour of ticket creation.

- Majority of tickets resolved within six hours (excluding onboarding/ offboarding and project-based tickets).

- About 350 times canned actions are utilized every month, reducing manual work & increasing efficiency.

- Seamless Slack integration, allowed teams to create, update, and manage tickets directly from Slack.

- Built-in asset management streamlined tracking & maintenance of school equipment.

HappyFox Workflows has enabled automated business processes, reducing reliance on manual intervention and streamlining tasks across multiple departments, including Tech Support, HR, Safety & Security, Facilities, and Data Analysis.

Our Experience

WebsterCSD's internal teams have found HappyFox Help Desk & Workflows to be instrumental in optimizing service management. The built-in asset management, seamless Slack integration, and powerful automation features have significantly enhanced efficiency across departments.

Conclusion

HappyFox powers WebsterCSD's internal service management, supporting IT, HR, and Facilities with asset tracking, automation, and Slack integration. With HappyFox Help Desk and Workflows, they've streamlined collaboration, improved response times, and enhanced efficiency across teams.

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The ease of use, customization, and automation capabilities of HappyFox have made a significant impact on our service operations. Our inquiries are always met with great support, andwe highly recommend HappyFox for internal service management.

Mike Barry
Senior Network Technician, WCSD