



SUCCESS STORY >

myIPS

myIPS.org
Indianapolis Public Schools

BELL Techlogix

The largest public-school district in Indiana, diverse in both population and choice, Indianapolis Public Schools (IPS) is an agile, innovative educational organization committed to academic excellence built through individualized, relationship-based learning.

Students: Over 27,600

Employees: Over 4,500

Current Collaboration with Bell Techlogix: Online education during COVID-19

Bell Techlogix, a long-standing partner of IPS, expanded its current IPS service desk capabilities by adding a customer service support team to keep up with a significant increase in call volumes driven by the IPS requirement to provide remote classroom learning. Bell Techlogix hired additional local staff, several of whom are multilingual, to manage these additional calls from IPS students, parents, teachers, and staff.

Like most schools across the country, after “shelter in place” orders were announced, IPS acted quickly to redesign instruction from the classroom to online. Technology infrastructure and operations were critical to this process as remote learning would introduce new support needs and higher volumes. In less than a week, Bell Techlogix hired and trained additional staff, created knowledge and process documentation, and reconfigured the IPS ServiceNow ITSM platform and IVR to provide this additional customer service and technical support to the IPS community. The duration of this expanded support was initially scheduled for three weeks; however, due to its success and the continued higher call volumes, Bell Techlogix has been contracted to continue this expanded support through the end of the school year, June 4, 2020.

Additionally, IPS recently extended its current Bell Techlogix managed services contract, which includes IT Service Desk, Knowledge Management, IT Asset Management, and a Bell Techlogix managed ServiceNow instance through June of 2021.