

FIVE STAR TECHNOLOGY SOLUTIONS

# Virtual Help Desk



## Can Your Team Be Everywhere At Once?

### *Prevent unnecessary learning interruptions with Virtual Help Desk*

Our team of experienced technicians can quickly provide assistance with issues related to user accounts, Google Workspace, hardware, operating systems, and more.

Technicians do a phenomenal job, but they can only be in so many places simultaneously. The best tech might ordinarily resolve a new issue in two hours. With Virtual Help Desk, Five Star's K-12 technology experts are down to a **sub-one-minute response time!**



### **RAPID RESPONSE FOR EDUCATORS**

Our vHD Techs can rapidly address tickets (on-campus and remotely) with an **average response of less than 1 minute.**



### **LIVE CHAT WITH A REAL PERSON**

Live chat with our EdTech Experts from 7am - 4pm ET Monday - Friday. Customer satisfaction is stellar with a **CSAT feedback score of 98% positive.**



### **YEARS OF K-12 TECH EXPERIENCE**

Our vHD team comes with real world experience in K-12 environments, with a **30%-40% resolution rate** for submitted tickets.

## **DEDICATED SUPPORT FOR YOUR DISTRICT**

Finding and retaining tech talent is getting harder by the day. Our support specialists can take the easy & quick tasks off of your team's plate, allowing you to focus on important projects without running from school to school.

If our team can't troubleshoot an issue via chat or by remoting into the device, detailed notes are left for your team so you can quickly solve the problem.

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**Someone came on and assisted me right away! It was so easy and literally took 2 minutes to get my problem fixed! Thank you!**

Ashley M  
Sunman-Dearborn Community School Corp.



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## Dedicated Support for your District

Finding and retaining tech talent is no easy task. Five Star's vHD support specialists are responsible for answering queries and addressing system & user issues in a timely and professional manner, all through one convenient portal.



## Save Time and Money

The average cost of Tier 1 support can be upwards of \$45k. With vHD, your school/ district can maximize its budget by integrating vHD with your existing tech team for a fraction of the cost.



## How Does it Work?

Teachers and staff facing technical problems can use the Virtual Help Desk app or browser to initiate a live chat (7am-4pm ET) or create a ticket. Live chats automatically generate tickets, sending unresolved issues to onsite IT.



## Working Hand-In-Hand With Your Team

Five Star's vHD technicians work hand-in-hand with a school's onsite technology team, providing crucial support and information for 100% of tickets submitted through vHD to help streamline the process.

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**I had looked up every possible solution that I could do on my end. Nothing worked. vHD had it solved in 5 minutes!**

Kate S  
North Putnam Community Schools

**Five star is my go-to for any tech-related issues. They consistently provide exceptional customer and technical service.**

William P  
Rock Creek Community Academy

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