750 customers across **University of Pittsburgh** campus.

6,000 TICKETS Per Year in addition to standard support

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Be more with HDI! The tools and techniques you will learn with HDI certifications and training will lead to improvement in your career and your support operations. How?
Read Carrie Francart's story for one example.

Challenge: Set one standard to ensure consistent performance, improvement, and learning.

Action: Partner with HDI to train and certify support staff.

The five-member team Carrie Francart manages is responsible for supporting 750 customers across the University of Pittsburgh campus. In addition to standard support requests, they handle 6,000 tickets per year and provide a range of services including cloud computing, client computing, server computing, and customer support.

In 2003, the team first reached out to HDI for certification and training because they wanted to be able to show that an outside organization confirmed their knowledge in customer service skills. Because they strive to provide outstanding support, staying up to date on HDI training and certifying the entire staff is a necessity. "HDI certification is the standard we use to make sure we are constantly improving and learning new skills," Francart noted.

Using a combination of public classroom and online training, the team participated in and earned certifications for all levels - HDI Support Center Analyst, HDI Desktop Support Technician, HDI Support Center Team Lead, and HDI Support Center Manager.

What were the results? How were they able to measure improvement? Read the entire case study online to learn more! ThinkHDI.com/PittsburghCase

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