K12 *Insight*

Drive Your District's Digital Transformation

K-12 IT departments are working harder than ever — with more than 60% of district leaders saying their staffing levels were not adequate to offer technical support to families when the COVID-19 pandemic hit. This exposed an ongoing need to ensure there is access to IT service, while not overtaxing staff members and ensuring the highest levels of security and reliability.

As an IT leader, your challenges include:

- Supporting teachers, staff, and students — with limited staff and resources to meet growing technology demands

- Offering proven IT solutions tested and embraced by other districts, with a minimal maintenance burden to district IT staff

- Investing in a secure CX platform with minimal downtime and disruption

K12 *Insight* can help by offering:

- An all-in-one, enterprise-wide, CX/CI platform designed for K-12 that streamlines internal collaboration and drives faster response times — leading to higher satisfaction among stakeholders

- Labor-saving technology that reduces the amount of inquiries for frontline staff to handle

- Scalable technology that can grow with your district and provide long-term value

- Automated workflows to help eliminate repetitive tasks and room for error while boosting efficiency, managing costs and reducing risks

> "School IT leaders are in a unique position to disrupt obstacles preventing families from accessing customer service and technology. By looking at the intersection of technology and communications, we can better understand their needs."
>
> Zach Lind
> Chief Information Officer
> Ithaca City School District (New York)

Request a consult

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Challenges	Solutions
Too many systems across the district	**Let's Talk!** consolidates critical school district service applications so district and school leaders can spend less time switching between technology platforms — improving the experience, engagement, and education.
Systems not built to handle tickets from external stakeholders	**Let's Talk!** provides an omnichannel solution that is easy for families to use from any device, at any time.
Inequitable access to communications	**Let's Talk!** helps IT teams manage demand by extending services at scale to all families and staff — regardless of language or access to technology.
Help desk management	Deflect tickets and provide answers to frequently asked questions with **Knowledge Base** by providing 24/7/365 access to informational articles. This streamlines customer service and the help desk experience for all stakeholders and decreases inquiries by up to 60 percent.
Understaffed and under-resourced IT teams	**Let's Talk! Assistant** provides a self-service option for stakeholders — reducing the number of IT inquiries that require a personal reply and giving understaffed IT departments more time to respond to difficult and complex requests. Utilizing the chatbot reduces up to 80 percent of staff time spent answering these questions.