

Experience quality, speed, availability and competence with 24x7 unified helpdesk support for your campus.



The role of consistent, high quality IT helpdesk services is indispensable in higher education. Students expect prompt replies to their queries. Faculty members expect quick helpdesk support to make their job easier. Campuses want helpdesks to improve their student satisfaction rates.

OculusIT promises an exceptional IT helpdesk experience so you can focus on your core competencies while we give your end-users 24x7 reliable helpdesk support. We offer an analytics-powered higher education customer service and student success SaaS platform which supports over 200 institutions and 4 million students.

Proof Points	100% Higher-Ed Focused	200+ Clients	4 Million Students	1 Million Interactions
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Why is OculusIT the most preferred 24x7 helpdesk?



Over 200 happy colleges and universities rely on OculusIT helpdesk



A total team of 400 certified professionals that manage the rush hours effectively



24 hours support with an additional after-hours support feature, including holidays and weekends



Call abandon rate reduced to less than 3%



The average speed to answer is less than 60 seconds



Operational costs reduced by over 40% with focus on student satisfaction

Unified Helpdesk Services

OculusIT Unified Helpdesk



Information Technology



Admission



Advancement



Financial Aid



Military & Veteran Affairs



Registrar



Bursar



Tutoring LMS



Switchboard

IT Helpdesk Support

Productivity Applications

- Microsoft Excel 2007+
- Microsoft OneNote 2007+
- Microsoft PowerPoint 2007+
- Microsoft Word 2007+
- Google Apps

Antivirus / Security Utilities

- Symantec
- AVG
- McAfee
- Kaspersky
- Microsoft Security Essentials
- Microsoft Forefront

Browsers

- Internet Explorer 8+
- Firefox
- Google Chrome
- Safari
- Java and Flash plug-ins

Network Connectivity

- Physical connectivity and troubleshooting
- Wireless connectivity and troubleshooting
- Mobile device connectivity and troubleshooting

Operating System Support

- Windows XP and newer
- Mac OS X (10.4 or later)
- iOS | Android | Windows Mobile
- End-user (non-college owned hardware) PC support to include functionality, BHO/ ActiveX, toolbars (Excludes support for viruses for all systems)

Email

- Microsoft Outlook (2003+)
- Mac Mail
- Gmail
- Microsoft Live Mail
- Client's Email System
- Office 365
- Outlook Web Access

Password Reset

- Network Account
 - o Computer Login
 - o Wireless Login
- Portal
- SSO Login (i.e. CAS)
- LMS Login (i.e. Blackboard)
- ERP/SIS Login (i.e. SSB, INB Banner)
- Email (i.e. Gmail and O365)

OUR PARTNERS



About OculusIT™

OculusIT is a global, managed IT and cloud services company that, together with its technology partners, serves more than 600 colleges and universities. Headquartered in Chicago, OculusIT has a delivery network and operations across North America and globally.

Our Services for Higher Education

Managed IT Services

Cloud Strategic Strategy

24x7 Operations Support

Compliance

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