



COLUMBUS CITY SCHOOLS SUCCESS STORY

THE CLIENT ►

Columbus City Schools (CCS), located in Columbus, Ohio, is the largest school district in Ohio and operates 116 schools serving approximately 50,000 students. The District also employs 8400 administrators, teachers and operations personnel dedicated to the mission of ensuring that each student is highly educated and empowered for success as a citizen in a global community.

CCS is the largest school district in Ohio

116 SCHOOLS
50,000 STUDENTS
8400 EMPLOYEES



THE CHALLENGE ►



Columbus City Schools was faced with a number of issues related to a rapidly expanding technology infrastructure. In particular, CCS was finding it increasingly difficult to provide the support required by teachers, students and administrators in a timely manner, maintain acceptable response times and stay within budget.

THE SOLUTION ►

CCS determined the best solution was to have an outside company provide personnel to assist district employees with their technology infrastructure in order to reduce the number of outstanding service desk issues and provide ongoing support.

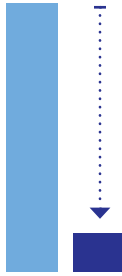
PSI was selected for their technology expertise and their proven ability to:

- Quickly identify and deploy resources with the necessary technology subject matter expertise
- Supplement day to day management of the field team
- Improve communication with cross functional teams and resolve issues quicker

THE RESULTS ►

Eliminated Ticket Backlog

Immediately reduced the average number of outstanding tickets from over 700 to 100.



Improved Response Time

Reduced response times by providing optimal end user to support personnel ratios.



Cost Containment

Effectively provided necessary support services within the district's budget.



Streamlined Delivery

Eliminated technology bottlenecks to ensure educational content is delivered efficiently.



"PSI is one of our most valued vendor relationships. We are proud to do business with PSI, and expect that they will be an integral part of providing top quality talent for our contingent workforce programs for many years to come" – Chris Campbell, CCS Director of IT



Overall, CCS is very pleased with the ongoing partnership with PSI and has extended their initial engagement.