

PRESIDIO®

AI-Driven Solutions for Higher Ed



EMPOWERING STUDENT SUCCESS: PRESIDIO'S AI-DRIVEN SOLUTIONS FOR HIGHER ED

Educational institutions today face increasing pressure to provide seamless, efficient, and personalized student experiences. From navigating complex IT systems to accessing essential administrative services, students expect digital interactions to be intuitive and readily available. Presidio, leveraging cutting-edge AI and automation technologies, offers transformative solutions that alleviate administrative burdens and empower institutions to focus on what truly matters: student success.

THE CHALLENGE: BRIDGING THE DIGITAL DIVIDE AND OPTIMIZING RESOURCES

Higher education institutions grapple with a multitude of challenges, including:

- ◆ **Overburdened IT helpdesks:** Staff are inundated with routine inquiries, leading to long wait times and student frustration.
- ◆ **Complex administrative processes:** Tasks like password resets, enrollment, and financial aid inquiries are often cumbersome and time-consuming.
- ◆ **Need for personalized support:** Students require immediate access to information and assistance tailored to their needs.
- ◆ **Resource constraints:** Institutions must optimize resources and reduce operational costs to maintain affordability and enhance service delivery.
- ◆ **Modernizing student experience:** To keep up with digital native students, schools must provide a seamless and modern digital experience.

PRESIDIO'S SOLUTION: AI-POWERED AUTOMATION FOR ENHANCED STUDENT EXPERIENCE

Presidio's AI-driven total experience solutions, exemplified by successful implementations at Purdue University and Lake Superior College, offer a powerful approach to addressing these challenges. By deploying conversational AI agents built on platforms such as Google Contact Center AI (CCAI), institutions can:

- ◆ **Automate routine IT tasks:** Streamline password resets, multi-factor authentication, and device enrollment, freeing IT staff to focus on strategic initiatives.
- ◆ **Provide 24/7 self-service support:** Empower students with instant access to information and assistance through intuitive chat interfaces.
- ◆ **Personalize student interactions:** Deliver tailored support based on individual student needs and preferences across communication channel of choice (e.g. email, SMS, chat.)
- ◆ **Optimize administrative workflows:** Automate tasks like transcript requests, enrollment inquiries, and financial aid assistance, improving efficiency and reducing processing times.
- ◆ **Reduce operational costs:** Minimize the need for manual intervention, leading to significant cost savings and resource optimization.



Presidio's AI-Driven Solutions for Higher Ed

PROVEN RESULTS:

THE PURDUE UNIVERSITY SUCCESS STORY

The Purdue University case study demonstrates the transformative impact of Presidio's AI-driven solutions. By implementing "BoilerBot," a virtual IT help desk agent that automates everyday IT support tasks, Purdue achieved the following:

- ◆ Significant reduction in wait times (from over 5 minutes to 38 seconds) and call handle times **(from 10 minutes to 7 minutes)**.
- ◆ A dramatic decrease in call abandonment rates **(from 33% to 3%)**.
- ◆ BoilerBot handled **62% of related inquiries, representing 37,000 contacts**.
- ◆ **Cost avoidance of over \$1M** due to reduced service desk workload.

PRESIDIO'S CONSULTATIVE APPROACH: TAILORED SOLUTIONS FOR EVERY INSTITUTION

Presidio understands that each educational institution has unique needs and challenges. Our consultative approach involves:

- ◆ **In-depth discovery:** We work closely with institutions to identify their unique pain points and requirements.
- ◆ **Customized solution design:** We develop tailored AI-driven solutions that address the institution's unique needs.
- ◆ **Seamless implementation:** We ensure a smooth and efficient implementation process, minimizing disruption to operations.
- ◆ **Ongoing support and optimization:** We provide ongoing support and optimization to ensure the solution continues to meet the institution's evolving needs.
- ◆ **Proof of concept offerings:** We offer subsidized or Google-funded POCs, allowing universities to experience the solution's benefits firsthand.



EMPOWERING STUDENT SUCCESS: A PARTNERSHIP FOR THE FUTURE

By partnering with Presidio, higher education institutions can:

- ◆ Enhance the student experience by providing seamless and personalized support.
- ◆ Optimize administrative workflows and reduce operational costs.
- ◆ Free up valuable resources to focus on core educational goals.
- ◆ Embrace innovative technologies to stay ahead in the digital age.

Presidio's AI-driven solutions empower educational institutions to focus on what matters most: **empowering student success.**

Learn more at
presidio.com/industries/public-sector
