From Reactive to Measurable: How CenClear Centralized IT Support Across Pennsylvania with HappyFox

Industry - Nonprofit



CenClear

happyfox

About CenClear

CenClear is a nonprofit human services organization headquartered in Central Pennsylvania. It provides Early Childhood Education and Behavioral Health services, including mental health and substance use disorder treatment, to children, adults and families across multiple counties in Pennsylvania. Its IT team supports a geographically distributed workforce spanning numerous physical locations, remote and mobile employees, and thousands of technology assets.

Challenge

Before HappyFox, CenClear's IT support relied on traditional channels and less centralized workflows, with requests arriving by email, phone calls, direct conversations with IT staff and other methods.

Limited Visibility and Accountability: With the organization spread across numerous locations and programs, IT needed a better way to centralize requests, establish ownership, prioritize issues and communicate with staff.

Dependence on Individual Emails and Calls: CenClear wanted every support request to remain visible and actionable, regardless of which IT employee first received it.

Need for a Measurable Service Desk: IT wanted a consistent, measurable service-desk model where requests could be tracked centrally from initial contact through resolution

Implementation

CenClear found HappyFox while evaluating help desk platforms and was struck by its balance of functionality and usability.

Flexible Workflows: Tickets are categorized, routed, prioritized, assigned and automated by request type, from devices and Microsoft 365 to clinical applications and electronic health records.

Straightforward Rollout: Implementation was straightforward, and the IT team found HappyFox relatively easy to learn, configuring it around existing processes and refining it as needs evolve.

Support Where Employees Work: Staff across every program reach IT through email, phone, the Support Center and Microsoft Teams, CenClear's primary communication platform.

Why HappyFox?

Flexible Workflows | Automation | Ease of Use | Reporting & Visibility | Microsoft Teams Integration | Configurability

Results

Centralized Support at Volume: CenClear's IT team handles an average of 953 tickets per month from one centralized platform.

Visibility for IT Leadership: Leadership can monitor ticket volume, aging tickets, individual workloads, ticket activity and outstanding issues in one place. This lets them identify where backlogs develop, evaluate staff workload and performance, and intervene when requests remain unresolved for extended periods.

Reusable Ticket History: When a similar problem occurs later, the team reviews previous troubleshooting and resolutions instead of starting from the beginning. The historical record also helps IT identify recurring technology problems and make broader infrastructure and process improvements.

A Measurable IT Service: HappyFox has helped CenClear move IT support from simply responding to problems toward managing support as a measurable organizational service, with an increasing focus on first-response time, resolution time, open-ticket aging and ticket volume by category.

Our Experience

Many service desk platforms force a trade-off: enough structure and automation for IT, or a simple experience for the employees asking for help. CenClear's story shows HappyFox doesn't make teams choose.

Its IT team configured categorization, routing, assignment and automation around the processes it already had, without making support unnecessarily complicated for staff or end users. By bringing support into Microsoft Teams, CenClear's primary communication platform, HappyFox also reduces the barriers to asking for help.

HappyFox is also built to evolve with the team using it. CenClear keeps refining its workflows internally as its IT service model changes, and HappyFox reporting gives leadership what it needs to run IT as a measurable service: where demand is coming from, where tickets are accumulating, and where to invest next. That balance of flexibility, simplicity and visibility is what HappyFox delivers for geographically distributed organizations.

> **"For us, HappyFox has helped move IT support from simply responding to problems toward managing support as a measurable organizational service."**
>
> **Joshua Kephart**
> CIO, CenClear