

Customer Spotlight

EKU Highlights

What they needed...

- Revolutionize their front desk operations
- Incorporate automation into their existing front desk workflow
- Provide their residents with enhanced service and front desk functionality

What they got...

- A fully customizable solution that integrates with their existing backend infrastructure
- Friendly & Intuitive user interfaces for both the front desk staff and administrative personnel
- A secure solution that fits seamlessly within their chosen resident hall workflow

Eastern Kentucky University Richmond, Kentucky

EKU has an amazing campus and great facilities for their students. Just as most Residence Life administrative personnel have to battle with a balance between services and resident security, EKU was looking at enhancing their residence hall front desk capability and streamlining their desk management processes.

Complementing a beautiful campus, Helix was able to empower the EKU Front Desks with a fully featured desk management client providing resident and guest verification capabilities combined with advanced asset management functionality. In addition, the web based administrative portal of the Front Desk Suite has given EKU Housing administrators the flexibility



to make changes and retrieve data from wherever they are on and off campus.

EKU can now leverage the installed Front Desk Suite to provide administrators and 3rd parties with real time campus reporting, enable conduct officials to impose residence level sanctions easily through the integrated web portal, and ultimately focus more of their time on the students who enjoy their higher education with Eastern Kentucky University.

With over 100 years of amazing school history combined with offering a rich and diverse higher learning experience, EKU now has a Front Desk Management system that continues the tradition of excellence.

What they had to say

"Helix DC's Front Desk Suite has revolutionized the way that we manage our front desk operations in our residence halls at EKU. By giving us the power to electronically conduct visitation, resident verification, and equipment checkout, our time spent handling these front desk processes has been greatly reduced saving time for both the staff and residents alike. Additionally the electronic records created by the Front Desk Suite have aided us in resolving issues in a timelier manner."

Dave Scott

Assistant Director

University Housing, Eastern Kentucky University