

FOR IMMEDIATE RELEASE

**WEST AURORA (ILLINOIS) SCHOOL DISTRICT 129 MAKES THE GRADE WITH ITINVOLVE**

***Challenged by budgetary cutbacks and declining state aid, West Aurora graduates to ITinvolve in order to speed issue resolution, share knowledge and collaborate, and make more accurate decisions.***

HOUSTON, TX, Feb. 5, 2013 — [ITinvolve](#), the leading innovator of social IT service management solutions, today announced that West Aurora School District 129 in Illinois has deployed [ITinvolve for Social Knowledge Management](#)<sup>™</sup> in a district-wide effort to speed the resolution of IT issues, gain enhanced visibility into their IT infrastructure, capture and share knowledge, enable more effective and efficient collaboration, and make more accurate decisions when planning IT changes.

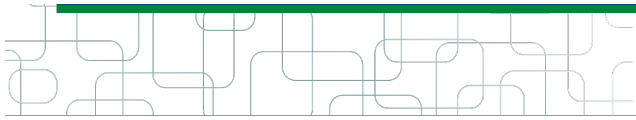
District 129, like many school districts nationwide, is faced with declining budgets and state aid, and a repurposed examination of how to operate more effectively and efficiently with fewer resources.

“We found tremendous utility in leveraging ITinvolve for our change and knowledge management needs,” said Don Ringelestein, director of technology for West Aurora School District 129. “Given today’s economic realities, we have to seek out new and more innovative ways to save money and time by improving how we manage our IT infrastructure and vendor relationships. With ITinvolve, we can easily codify existing knowledge and add to it over time through social IT collaboration. This enables us to be more efficient and accurate in our work, give our vendors a more accurate update on how their equipment is performing, and improve overall end user satisfaction.”

Unlike any other service desk or ITSM offering, ITinvolve is built from the ground up to be social and collaborative. With powerful, easy to use visualization of key relationships and dependencies, IT professionals can harness the collective knowledge of their IT organization and collaborate virtually in the context of incidents, requests, changes, problems, and the IT resources they care most about.

Prior to ITinvolve, Ringelestein said users experienced widely divergent issue resolution times as IT staff had expertise in different areas and knowledge was stored in different places, thereby making the IT service experience inconsistent.

“We have a combination of district employees and contractors with different levels of expertise and in different areas,” Ringelestein said. “We needed a way to share knowledge across the organization so it’s more accessible to everyone, in order to provide a more consistent and high quality service experience. We are building a social knowledge system that enables us to tell a story around all of our devices – at the end of the day, ITinvolve saves us money because we don’t spend time anymore calling around, sifting through e-mails and asking about a particular device to get what we need to solve an issue. ITinvolve is tremendously easy to use as it’s built using social media principles that our teams find very familiar.”



Understand the impact and decide with confidence.

Ringlestein, who leads a roundtable group of school district technology leaders in northern Illinois, said he plans to share the efficiency-generating, cost saving success of ITinvolve with fellow district CIOs in search of more innovative IT change, knowledge and service management alternatives.

### **About ITinvolve**

ITinvolve is the leading innovator of social IT service management solutions. ITinvolve helps IT professionals understand and manage complex IT environments, efficiently execute IT service management processes, capture and use knowledge to resolve incidents faster, find the root-cause of problems and substantially reduce risks associated with bad changes. ITinvolve lowers the total cost of delivering great IT service. Built on the secure and scalable [Force.com](http://Force.com) platform, ITinvolve requires no hardware or software installation and is remarkably easy to use. Call 1-877-741-8944, visit [www.itinvolve.com](http://www.itinvolve.com) or follow on Twitter @ITinvolve

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