CDW Education

5 Ways to Use Unlimited Support and Customized Solutions

Get Amplified Support for Google for Education

K–12 schools leverage Google Workspace for Education to transform productivity, communication and collaboration both inside and outside the traditional classroom. With teachers providing more quality instruction, students engaging in deeper learning and administrators streamlining workflows, it is important that your technical staff be equipped to keep your domain operating effectively and efficiently.

Amplified Support for Google for Education is an annual subscription-based service that partners your Google Admins with specialists for unlimited on-demand support and customized solutions throughout the year to ensure your domain is always running smoothly.

Consider investing in Amplified Support for Google for Education if:

1. You're purchasing support hours in bulk.

Schools with high stakeholder usage in their Google Workspace for Education domains require a technical support plan for potential network errors, system updates, and maintenance projects. Instead of purchasing large buckets of support hours and possibly ending up with fewer than you actually need, Amplified Support for Google for Education gives you access to unlimited technical support for anything that comes up during the academic year.

2. You're hoarding support hours for urgent issues over day-to-day tasks.

When smaller K–12 schools rely heavily on Google Workspace for Education for their day-to-day operations, it is important that they address domain challenges as soon as they appear, no matter the scale. However, IT teams can be hesitant to use the support hours they've purchased for minor issues, like configuring email filters and troubleshooting error codes, because they are worried about depleting their allotment of hours for more critical issues such as data loss or a system outage. By subscribing to Amplified Support for Google for Education, you receive on demand technical support so your IT staff can reach out for help at any time.

3. You're struggling to budget for the right number of support hours.

K–12 schools often manage a tight budget. When planning for the following fiscal year, it can be difficult to anticipate how many support hours your IT department will need to mitigate problems that haven't happened yet. Avoid the bureaucracy of justifying the purchase of X number of hours with Amplified Support for Google for Education. It is a single, affordable and easily renewable line item that streamlines budget proposals while providing all the technical support you need to maintain your Google Workspace for Education domain.

4. You're regularly ending the academic year with unused support hours.

K–12 schools that purchase support hours in bulk receive a set number of hours to use for their Google Workspace for Education domains. Generally, you have more hours than you may need in a given academic year and they expire at the end of the contracted period. There is often pressure on your IT staff to utilize the remaining support hours before that happens, which leads to rushed and unnecessary requests and tickets that don't fit your strategic goals. With Amplified Support for Google for Education, you eliminate time constraints and optimize usage with unlimited technical support.

5. Your technical strategy is missing a support plan.

K–12 schools without support hours or a support contract with an ed tech partner know how an issue within their domain can lead to major operational interruptions and result in a significant hit to their IT budgets for one-time support services. Amplified Support for Google for Education equips you with a proactive contingency plan for technical challenges in your domain. Instead of being unprepared, this on-demand and unlimited support plan saves your Google Admins valuable time and financial resources when problems arise so they can focus on other priorities.

To learn more about Amplified Support for Google for Education or to get started, connect with a Google Customer Success Specialist.

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Google Workspace for Education

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