Scalable Support. Fiscal Efficiency. Uncompromising Service.

Government agencies are under pressure to do more with less. Anthology Help Desk helps federal, state, and local agencies maintain high-quality IT and platform support while controlling costs. Whether you're serving internal staff or external constituents, we deliver 24/7, scalable coverage— without the overhead of expanding in-house teams.

Control Costs Without Compromising Service

Maximize performance with fewer resources. Anthology Help Desk reduces the burden on internal teams and avoids the costs of hiring, training, and maintaining full-time support staff. Our model flexes with your demand, allowing you to scale up when needed—without paying for unused capacity.
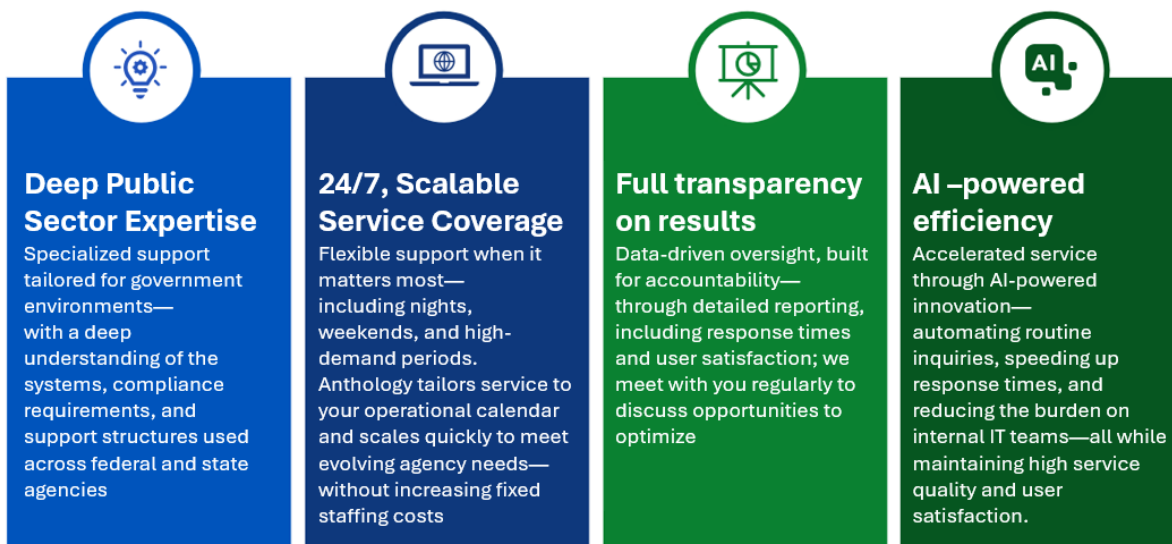
- Replace high fixed labor costs with predictable, flexible pricing
- Shift resources away from ticket handling to strategic technology initiatives
- Avoid duplication and tool overhead by unifying support under one contract
- Deliver consistent service to staff, contractors, and constituents at scale

A Strategic Extension of Your Support Team

Anthology Help Desk is not a one-size-fits-all call center. We tailor our solution to your agency's priorities, platforms, and service expectations— delivering an always-on experience that feels like an in-house team.

- 24/7/365 Tier 1 support across platforms (LMS, HR, case portals, etc.)
- Rapid onboarding to align with your agency's workflows and escalation protocols
- Multilingual, multichannel support with AI-enhanced self-service options
- Peak-period scaling (e.g., new fiscal year rollouts, open enrollment, audits)

Benefits of partnership with Anthology Help Desk

Deep Public Sector Expertise
Specialized support tailored for government environments— with a deep understanding of the systems, compliance requirements, and support structures used across federal and state agencies

24/7, Scalable Service Coverage
Flexible support when it matters most— including nights, weekends, and high-demand periods. Anthology tailors service to your operational calendar and scales quickly to meet evolving agency needs— without increasing fixed staffing costs

Full transparency on results
Data-driven oversight, built for accountability— through detailed reporting, including response times and user satisfaction; we meet with you regularly to discuss opportunities to optimize

AI –powered efficiency
Accelerated service through AI-powered innovation— automating routine inquiries, speeding up response times, and reducing the burden on internal IT teams—all while maintaining high service quality and user satisfaction.

Backed by Amazon Connect, the leading technology for user support

Anthology + Amazon Connect
One seamless experience

As part of our commitment to the Power of Together™, Anthology Help Desk is fueled by Amazon Connect to combine education expertise with the most innovative, best-in-class technology. Connect leverages AI to streamline the end user experience, unveil insights to optimize further, and provide efficiency for institutions.

- AI-powered, multi-modal user support
- Voice recognition
- Propensity modeling for proactive engagement
- Multi-lingual support
- Quality control
- StateRAMP®, ISO, and SOC compliance

A true partnership to deliver institutional efficiencies

Starting with your agency's existing support structure and mission priorities, we tailor the Anthology Help Desk to meet your operational objectives. Our solution offers 24/7 coverage, scalable staffing during peak periods, and a seamless process for integrating with your internal teams. This ensures consistent, responsive service while reducing strain on government resources.

- Extension of your team
- 24/7 support
- Resource scaling during busy periods
- Alignment on goals and performance
- Technology agnostic

> **"** Anthology allows us to scale as needed and sometimes very quickly [so] we can take our energy and focus on service improvements and rolling out new services."
>
> — **Tracy Smith**, Director, Service Support Operations, University of Virginia

A premium touch for the LMS you love

Anthology Help Desk supports all major government learning and workforce platforms, including your existing LMS. For agencies using Anthology® Blackboard, adding end-user support ensures maximum platform value with one trusted point of contact. Our in-house team brings public-sector expertise across the full support lifecycle.

Explore everything Help Desk and Blackboard have to offer at **anthology.com**

Anthology
power of together®

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Public Sector