

ComAround  
**CASE STUDY:**

**NACKADEMIN**  
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**COMPANY:** Nackademin

**WEB SITE:** [www.nackademin.se](http://www.nackademin.se)

**LOCATION:** Solna/Uppsala, Sweden

**ORG SIZE:** 1 900 Students

**ABOUT THE COMPANY:**

Nackademin is today Sweden's largest private YH organizer. Nackademin provides training in Construction, IT, Communication, Design, Care and Health, as well as Technology and Real Estate. Nackademin has expanded its business education in Uppsala.

# Nackademin streamlined the onboarding of new students with a central cloud-based knowledge hub

“The diverse IT in our educational environment put high demands on both students and teachers. They need to handle applications and systems that require a lot of know-how, and our help desk does not have all the knowledge needed in specific applications. ComAround has helped us letting the staff and students help themselves solve problems and learn how to handle our systems.” – Peter Hampus, CIO, Nackademin

## SITUATION

Nackademin has 1900 students with bring-your-own devices, and a diverse IT-environment with both UNIX, Windows and MacOS in classrooms and servers. Our students have varying IT maturity and skills. After outsourcing our IT department our partner's help desk was overwhelmed by the amount of tickets they had to handle. Every year new students arrive, and the same questions are asked over and over before they have everything set up on their clients or accounts in Nackademin's IT-systems.

## SOLUTION

ComAround implemented ComAround Knowledge™ for Nackademin. The library of articles in ComAround Knowledge™ covered our need for Windows, Linux, MacOS, iOS and Android, and are now mixed with content specific for Nackademin and our IT and facilities.

## BENEFITS

ComAround Knowledge™ helps the students and teachers to solve problems and find answers to questions without the need to contact the service desk. We find that after implementing ComAround Knowledge™ we could trim and streamline the onboarding of new students.

