

Students Succeed, When You're **Always** There For Them

AI-Powered and Human-Backed Student Support for Higher Ed Institutions



About BlackBeltHelp

BlackBeltHelp provides 24/7 student, faculty and staff support through AI technology, backed by a human network.

BlackBeltHelp addresses institutions' support needs across IT, Learning Management, Admissions, Financial Aid, Registrar, Bursar, Records, Academic Advising, and beyond.

20 Years

of Experience in
Higher Ed

200+

Partner
Institutions

4M

Students
Served

1.3M

Interactions
Each Year

One **Interaction**, One **Minute**, One **Solution**



60 Seconds:
Average Response Time



85%:
First Contact Resolution



90%:
Student Satisfaction

Why BlackBeltHelp



**100% Higher Ed
Focused**



AI + Human Support



**Support the Entire
Student Journey**



Cost-Effective



**Integration with All
Campus System**



Proven Outcomes

Solutions and Services

AI and Technology Solutions

Human Support Network



EduBot Chat and Voice

Generative and curated AI bots, integrated with campus systems (SIS/ERP, LMS, CRM, etc.) to address questions at a personalized level related to IT, LMS, admissions, financial aid, registrar, bursar, and beyond.

EduMessenger

Bidirectional, AI-powered, personalized SMS communication with your campus community. Broadcast text messages and respond to students' text questions at a personalized level through campus-integrated AI.

EduView Support Platform

A centralized, integrated, one-stop platform to manage all your campus support needs. View all users' info across multiple systems and perform all support activities from password reset to ticketing and resolution.

Identity and Access Management

A platform built for institutions to address all identity and access management needs. Provide Single Sign-On to multiple applications, MFA for enhanced security, Passwordless authentication, and cloud-based Identity Lifecycle Management and Integration.

IT Helpdesk

24/7, multimodal IT Helpdesk with seamless integration with campus systems (SIS/ERP, LMS, ITSM, MFA, SSO, AD, and more). Our agents can address issues related to hardware, software, Networking, and beyond.

Student Services Support

24/7, multimodal Student Services Support with seamless integration with campus systems (SIS/ERP, LMS, FAMS, and more). Our agents can address students' questions around admissions, financial aid, registration, records, accounts and beyond.

On-Site Helpdesk Staffing

On-Site Helpdesk Staffing, tailored to meet your institution's needs in addressing short and long-term staff shortages around IT, Student Services, and Enterprise Applications support.

Enterprise Application Support

24/7, multimodal Enterprise Application Support with proactive monitoring and maintenance to ensure uninterrupted operations and enhanced security of applications such as Banner®, Colleague®, Jenzabar®, Workday®, PeopleSoft®, Slate®, and more.

You're In Good Company

