



The Academy of Lille chooses Global e-line for the teaching and administrative assistance of its school establishments

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To meet the assistance requirements during the deployment of the data-processing equipment in the 550 high-schools and colleges in the departments of North of France, the "Rectorat of Lille" completes the installation of a centralized device of:

- teaching assistance for the teachers' personnel,
- administrative assistance for the authorized personnel.

The structure was to include the installation of 12 Help Desk of proximity.

The software package Global e-line was selected for its Full Web architecture, its fast deployment, its facility of use and implementation, not requiring any intervention on site.

Global e-line thus allows to the 90.000 users of the device to access an ultra powerful customer service through only one application.

Because of a very successful initial phase, the "Rectorats of Amiens and Bordeaux" have in their turn trusted BusinessLine by implementing Global e-line for the teaching and administrative support of their second degree educational establishments.

The solution Global e-line allows today thousands of teachers and administrative staff divided in nearly 1500 high-schools and colleges overall in France to profit from a completely effective support service, thus contributing to the good execution of a mission of public utility of the highest importance.

About the Academy of Lille

The Academy counts fourteen basins of Education. They include primary schools, high schools and colleges of a zone corresponding roughly to the basins of the INSEE and the districts that allows coherence with the economic and regional policies.

A mission of animation and teaching evaluation is led by the person in charge of Pedagogy and Evaluation. It applies to the level of the basins of Education, the school establishments, the colleges, territorial bodies of inspection and the pupils.

About BusinessLine

BusinessLine is the European provider of the full web software package Global e-line, dedicated to Customer Service and Support Services (CRM, ERM). The Global e-line solution enables companies to optimise the quality of their helpdesk services and customer relationships. Fully integrated, flexible, evolutive, and adapted to quality programs, Global e-line contributes to keeping the IT, telecom and industrial infrastructures operational, in order to reach the highest level of satisfaction for both internal and external users. [Read the whole story](#)

The largest national and European companies, as well as the most innovative SMEs, use Global e-line:

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Help Desk / CRM / ERM
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www.businesslinegroup.com/us
marketing@businesslinegroup.com