SPARK
POWERED BY FIVESTAR

Resolve nearly half of your IT support tickets without lifting a finger!

With SPARK, we combine the power of AI with remote K-12 tech experts to resolve incoming tickets quickly. Together, SPARK can **resolve up to 40% of your school's tickets** and provide 100% documentation and context for every unsolved ticket to your on-site team, helping them skip the diagnostic stage and jump straight to the solution.

Meet Sparky

Sparky is our AI-powered triage pup. Sparky will help diagnose the issue and "fetch" whatever support is needed to best help the situation. This might be a help desk article, recommendations from similar support requests, or connecting educators with one of Five Star's Virtual Support Technicians.

And don't worry—no endless AI loops here!
You can always bypass Sparky and connect directly to one of our Virtual Support Technicians during business hours – but we encourage you to give Sparky a try!

Powered By Five Star

Each Virtual Support Technician has one thing in common: they have real-world experience working as on-site technicians in K-12 schools. Our experienced team of technicians is available from 7 am to 4 pm to provide recommendations, troubleshoot issues, or escalate them to your on-site team if necessary for resolution.

> **Our Virtual Support Specialists have worked on site and understand firsthand the challenges educators face daily. We work on 100% of the tickets that come through, providing crucial initial support and information that saves significant time for our onsite teams, allowing teachers to focus on teaching instead of troubleshooting problems.**
>
> *Tammy Surber, , Five Star Technology Solutions*

FIVESTAR

fivestartech.com/spark contact@fivestartech.com

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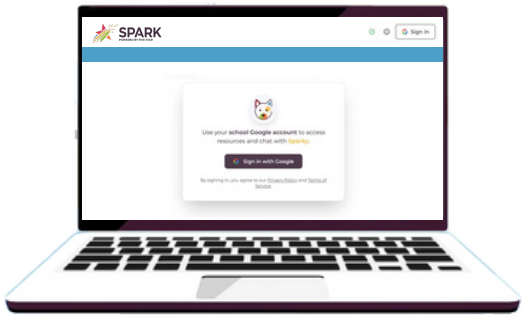
Dedicated Support For Your District

Finding and retaining tech talent is becoming increasingly challenging by the day. When you pair the power of AI with live K-12 tech experts, we can take the easy & quick tasks off your team's plate, allowing your staff to focus on more important projects.

If Sparky or our live support can't troubleshoot an issue through chat, the detailed notes from the triage will be passed to your team to help quickly solve the problem.



Dedicated Support For Your District

Save Time & Money

> **The wait for assistance was less than 20 seconds & the issue was fixed within minutes, which is very important to me when working on testing for 5 and 6 year olds.**
>
> *Ginay B, New Palestine Community Schools*

Why Do K-12 Schools Need SPARK?

To state it plainly, SPARK provides Tier 1 support to all of your educators and staff for **roughly half the cost of an on-site technician**. Read that again.

Even if they have the budget, schools will never be able to hire enough on-site personnel to cover all buildings, all the time. Combine that with shrinking budgets, an increase in technology in the classroom, a lack of qualified applicants, and staff turnover, SPARK can be the constant to weather any storm. **Sparky and our Virtual Support Technicians are your partner!**

> **I had looked up every possible solution that I could do on my end. Nothing worked. SPARK had it solved in 5 minutes!**
>
> *Kate S, North Putnam Community Schools*

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