Front Line Tech Support for Schools
Reduce resource demands by shifting direct student & educator support to OverDrive

MAXIMIZE THE EFFICIENCY OF YOUR STAFF

The rise in usage of your digital content can create an increased need for support for students and educators. To ease that pressure, OverDrive now offers a program to supplement your team: OverDrive Front Line Tech Support.

OverDrive has extended our award-winning customer service from ‘secondary’ to the ‘front line.’ With Front Line Tech Support, students and educators can contact OverDrive at first request for technical support and troubleshooting assistance. We provide answers to your students’ and educators’ questions regarding the use of your OverDrive-powered service.

EXPERIENCED PROFESSIONALS TO SUPPORT YOUR SCHOOL’S TEAM!

With Front Line Tech Support, students and educators experience quicker response time and receive the most up-to-date knowledge about devices, our software and website features. Your Front Line Tech Support team is comprised of OverDrive employees based in the United States, creating a seamless, high-quality user experience.

Now available for schools in the U.S. and Canada.

What is Front Line Tech Support?
• OverDrive is extending our tech support and students & educator assistance from ‘secondary’ to the ‘front line’

How will this help me?
• Reduce demand on school resources by shifting student & educator support questions to OverDrive
• Quicker response time to student & educator questions
• Trained professionals create a seamless, high-quality user experience
• More up-to-date product and service knowledge

What does it cost?
• Schools receive a discounted rate starting at $1,000 annually

“Kevin was a great person and showed an abundance of patience with me. He stayed with the problem until the solution was found. Very happy with the experience. Thanks again.”

Judith, Gwinnett County, GA