

Case Study: Web Help Desk Integration with DameWare Benefits McDonough District Hospital



“To be able to respond to the client by email, and having all the contact and hardware info assigned to the client in one place makes it so much faster and easier to support — which means resolving the issue faster.”

“I’d recommend Web Help Desk because it works and the price is not bad for what you are getting. You can set up the system how you want to organize the work flow. Linking to DameWare is just so helpful”

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
 - Lack of automation for ticket creation, assignment, routing, and escalation
 - Lack of monitoring and reporting for tracking ticket status and customer support needs
 - Difficulty supporting increasing ticket volume
 - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)
- Used in-house tool prior to purchasing SolarWinds Web Help Desk.

Use Case

- Reasons for purchasing Web Help Desk:
 - Ease of use
 - Ease of deployment
 - Scalability
 - Functionality
- Key use cases of Web Help Desk that led to purchase:
 - Centralized and automated ticketing management
 - IT asset discovery and inventory management
 - Intuitive Web-based help desk interface
 - **Integration with DameWare® remote support software**

Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
 - Reduced time-to-resolution of support tickets
 - Minimized operational and overhead costs
 - Saved technician time and effort with automation
 - Increased help desk productivity and operational efficiency
 - Improved quality of support
 - Improved customer satisfaction
 - **To be able to see the client’s computer and remote right to it helps tremendously**
- ROI benefits:
 - **Mean time to resolution** for help desk and IT support is **60 – 80% faster** since deploying Web Help Desk.

About SolarWinds Web Help Desk

SolarWinds delivers powerful, affordable, and easy-to-use tools to simplify IT service management from help desk ticketing to desktop support. Lower time-to-resolution of service tickets and improve customer satisfaction.

Learn More:

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