

# D'Youville College Speeds Up Ticket Resolution Time by 60-80% after using Web Help Desk

“[Before purchasing Web Help Desk,] we did not have any tracking system beyond email. [Web Help Desk has made our help desk management and IT support job easier by providing the] **ability to create tickets quickly, and track resolution times, problem users and devices.** We like the integration with **Microsoft® System Center Configuration Manager (SCCM).**”

## 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
- Used no help desk tool prior to purchasing SolarWinds Web Help Desk.

## Use Case

- 5 IT technicians use Web Help Desk to support about 550 staff/faculty members and 3,000 students.
- Reasons for purchasing Web Help Desk:
  - Affordable cost
  - Ease of deployment
  - Ease of configuration
  - Availability as on-premises software
- Key use cases of Web Help Desk that led to purchase:
  - Centralized and automated ticketing management
  - Intuitive Web-based help desk interface
  - Built-in expandable knowledge base

## 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
  - Improved quality of support
- 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:

[SolarWinds](#)

[SolarWinds Web Help Desk](#)