

Case Study: Scientific Research Organization Replaces BMC Track-It! with Web Help Desk

“Web Help Desk does what we need and more. It works very well with other SolarWinds products.”

“I have used various solutions and this product is very good. I set this product up for my organization.”

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
 - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)
 - Difficulty discovering and managing hardware and software assets
 - An absence of centralized knowledge management and self-service
- Used BMC Track-It! prior to purchasing SolarWinds Web Help Desk.

Use Case

- 15 technicians use Web Help Desk to support 160 end-users.
- Reasons for purchasing Web Help Desk:
 - Ease of use
 - Ease of deployment
 - Ease of configuration
 - Scalability
 - Availability as on-premises software
- 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
 - Built-in expandable knowledge base
 - IT change management
- Rates Web Help Desk as 4.5 stars out of 5.

Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
 - Reduced time-to-resolution of support tickets
 - Saved technician time and effort with automation
 - Increased help desk productivity and operational efficiency
 - Improved quality of support
- ROI benefits and cost savings:
 - **Mean time to resolution** for help desk and IT support is **60 – 80% faster** since deploying Web Help Desk.
 - **Saved \$50,000 – \$100,000** in resources, personnel, maintenance, overhead, and training by using 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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