

Case Study: The Corvallis Clinic Improves Customer Satisfaction by Using Web Help Desk



“We are able to resolve tickets in a timelier manner, and our customer satisfaction scores are improving. Staff are documenting more information and we are creating self-help pages as a result.”

“Web Help Desk has an easy-to-use interface, is very customizable, and has good quality reporting.”

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
 - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)
 - Absence of centralized knowledge management and self-service

Use Case

- Reasons for purchasing Web Help Desk:
 - Affordable cost
 - 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
 - **Integration with SolarWinds Orion® platform**

Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
 - Reduced time-to-resolution of support tickets
 - Increased help desk productivity and operational efficiency
 - Improved quality of support
 - Improved customer satisfaction
- ROI benefits and cost savings:
 - **Mean time to resolution** for help desk and IT support is **20 – 40% faster** since deploying Web Help Desk.
 - **Saved \$10,000 – \$20,000** in resources, personnel, maintenance, overhead, and training costs 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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