Case Study: Arthur Lok Jack Graduate School of Business Replaces SysAid with Web Help Desk

> "Compared to SysAid, Web Help Desk has made my help desk management and IT support job easier by allowing technicians to review outstanding tasks and complete them in a timely manner."

> "I'd recommend Web Help Desk as the software provides ease of access and standard help desk functions in one place."

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
    - Difficulty supporting increasing ticket volume
    - Difficulty discovering and managing hardware and software assets
- **Used SysAid prior to purchasing SolarWinds Web Help Desk.**

Use Case

- Have 5 technicians that use Web Help Desk to support 1,500 students.
- Reasons for purchasing Web Help Desk:
    - Ease of deployment
    - Ease of configuration
- Key use cases of Web Help Desk that led to purchase:
    - Centralized and automated ticketing management
    - IT asset discovery and inventory management
    - Built-in expandable knowledge base

Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
    - Minimized operational and overhead costs
    - Saved technician time and effort with automation
    - Increased help desk productivity and operational efficiency
    - Improved customer satisfaction
- ROI benefits and cost savings:
    - **Mean time to resolution** for help desk and IT support is **40 – 60% faster** since deploying Web Help Desk.
    - **Saved $10,000 – $20,000** 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:

SolarWinds

SolarWinds Web Help Desk