

# Case Study: Chariton Valley Telephone Replaces MantisBT with SolarWinds Web Help Desk



“We use Web Help Desk as a ticketing system, and it has made it easier to track work. It is very handy and helpful tool to have.”

“I’d recommend Web Help Desk as it works well and has great support.”

## 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
  - Difficulty discovering and managing hardware and software assets
  - Absence of centralized knowledge management and self-service
- **Used MantisBT open source issue tracker prior to purchasing SolarWinds Web Help Desk.**

## Use Case

- Reasons for purchasing Web Help Desk:
  - Ease of use
- 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
  - **Integration with SolarWinds Orion® platform**

## Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
  - Increased help desk productivity and operational efficiency
- Rates Web Help Desk as 5 out of 5 stars.

### 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](#)