

Case Study: King Alfred's Academy Speeds Up Ticket Resolution Time by Using Web Help Desk

“Web Help Desk gave us the ability to prioritize work, allowed us to manage a history of problems, and allowed us to report on where technicians were spending their time.”

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
 - Lack of monitoring and reporting for tracking ticket status and customer support needs
- Used No help desk tool prior to purchasing SolarWinds Web Help Desk.

Use Case

- 15 technicians use Web Help Desk to support up to 400 end-users.
- Reasons for purchasing Web Help Desk:
 - Affordable cost
 - Ease of use
 - Availability as on-premises software
- Key use cases of Web Help Desk that led to purchase:
 - Centralized and automated ticketing management

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 customer satisfaction
- ROI benefits:
 - **Mean time to resolution** for help desk and IT support is **80 – 100% 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.

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