

Case Study: Safe Horizon Gains 100% Faster Ticket Resolution Time with Web Help Desk



“I would recommend Web Help Desk because it solved all of our needs in a short period of time when we migrated from our old system.”

Our company has been using Web Help Desk for the past 4 plus years and it has met all our needs thus far including the reporting feature and the dashboard.”

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
 - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)
 - Difficulty discovering and managing hardware and software assets
 - Absence of centralized knowledge management and self-service
- Used an outdated tool which was very limited in functionality prior to purchasing SolarWinds Web Help Desk.

Use Case

- Use Web Help Desk for ticket creation, management, resolution and reporting for managers. There are about 25 technicians supporting 500-999 users.
- Reasons for purchasing Web Help Desk:
 - Affordable cost
 - Ease of use
 - Ease of deployment
 - 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
 - Built-in expandable knowledge base
 - IT change management

Results

- Has experienced 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
 - Improved customer satisfaction
- ROI benefits:
 - **Mean time to resolution** for help desk and IT support is **over 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.

Learn More:

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