Case Study: Educational Institution (USA) Replaces Zendesk with SolarWinds Web Help Desk

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"Entering and updating tickets is made easier using Web Help Desk. **Communication between level technicians has improved which has led to expedited ticket closure rates and customer satisfaction.**"

"Web Help Desk is a user friendly software application that is easy to navigate, easy to learn, and provides the functionality required for help desk 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
  - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)
- **Used Zendesk prior to purchasing SolarWinds Web Help Desk.**

Use Case

- **70 technicians use Web Help Desk to support 5,500 customers**
- Reasons for purchasing Web Help Desk:
  - Affordable cost
  - Ease of use
  - Ease of deployment
  - Scalability
- Key use cases of Web Help Desk that led to purchase:
  - Centralized and automated ticketing 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 quality of support
  - Improved customer satisfaction
- Rates Web Help Desk as 4.5 stars out of 5.

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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Source: TechValidate survey of a Educational Institution

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