

Case Study: The Pennsylvania State University Replaces JIRA with SolarWinds Web Help Desk



“I’d recommend Web Help Desk because it is easy to set up, easy to configure, and easy to use.”

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
 - Difficulty supporting increasing ticket volume
- Used JIRA prior to purchasing SolarWinds Web Help Desk.

Use Case

- 25 IT technicians use Web Help Desk to support 4,000 end-users.
- Reasons for purchasing Web Help Desk:
 - Ease of configuration
- Key use cases of Web Help Desk that led to purchase:
 - Integration with SolarWinds Orion® platform

Results

- Realized 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
- ROI benefits:
 - **Mean time to resolution** for help desk and IT support is up to **20% 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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