

# Case Study: Charles County Public Schools Uses Web Help Desk to Support 5,000 End-Users



“Our previous solution was rudimentary, so much so that everything is better Web Help Desk.”

“I would recommend Web Help Desk as it was easy to set up, and fairly hands-off for the most part after setting it up. All in all, it was a painless process, and continues to be one.”

## 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
- Used Internally created tool prior to purchasing SolarWinds Web Help Desk.

## Use Case

- 60 technicians, spread across 40 buildings in a county district setup, support about 5,000 staff
- Reasons for purchasing Web Help Desk:
  - Ease of use
  - Ease of deployment
  - Ease of configuration
  - 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
  - Intuitive Web-based help desk interface

## Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
  - Reduced time-to-resolution of support tickets
  - Minimized operational and overhead costs
  - Increased help desk productivity and operational efficiency
- ROI benefits:
  - **Mean time to resolution** for help desk and IT support is **40 – 60% faster** since deploying Web Help Desk.
- 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:

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