

# Case Study: Wastequip, Inc. Replaces BMC Track-It! with SolarWinds Web Help Desk

“Web Help Desk is easy to set up, simple to learn, and reasonably robust.”

“Created a common System of Record for all needs, replacing fractured/heterogeneous/non-integrated tools, ranging from low-level ticketing systems, to SharePoint, to personal planning tools.”

## 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
- Used BMC Track-It! prior to purchasing SolarWinds Web Help Desk.

## Use Case

- Have 20+ technicians that support 600 end-users in 25 locations.
- 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
  - IT asset discovery and inventory management
  - Intuitive Web-based help desk interface
  - IT change management

## Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
  - Increased help desk productivity and operational efficiency
  - Improved customer satisfaction
  - Ability to analyze historical ticket trends to direct action towards IT staffing, user training, etc.

### 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:

[SolarWinds](#)

[SolarWinds Web Help Desk](#)