solarwinds

# Verizon Communications Inc. Benefits from Web Help Desk Integration with SolarWinds NPM

"I'd recommend Web Help Desk as it is easy to install, and works well with SolarWinds Network Performance Monitor."

"We have it, and our users love it."

## 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
- Used internal tools for ticket tracking prior to purchasing SolarWinds Web Help Desk.

## Use Case

- Reasons for purchasing Web Help Desk:
    - Affordable cost
    - Ease of deployment
    - Ease of configuration
    - Scalability
- 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
    - **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:**

SolarWinds

SolarWinds Web Help Desk

---

Source: Mike Lucci, Systems Administrator, Verizon Communications Inc.

Research by TechValidate
by SurveyMonkey

✔ Validated    Published: Sep. 8, 2015    TVID: 685-6AE-A78