Case Study: Kernelsphere Achieves 80-100% Faster Resolution Time After Using Web Help Desk

> "Experience is good. Currently using Web Help Desk for one of our clients, and it is very easy to manage."

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
    - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)
- Used No help desk tool prior to purchasing SolarWinds Web Help Desk.

Use Case

- Reasons for purchasing Web Help Desk:
    - Affordable cost
    - Ease of use
    - 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
    - Built-in expandable knowledge base
    - IT change management
    - **Integration with SolarWinds Orion® platform**
    - **Integration with DameWare® remote support software**

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
- ROI benefits:
    - **Mean time to resolution** for help desk and IT support is **80 – 100% faster** since deploying Web Help Desk.
- 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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[⤢ SolarWinds Web Help Desk](#)

Source: Vivek Shwarup, Systems Engineer, Kernelsphere