Case Study: Web Help Desk Speeds Up IT Support for San Jose Unified School District

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
    - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)
    - Difficulty discovering and managing hardware and software assets
    - Absence of centralized knowledge management and self-service
- Used No help desk tool prior to purchasing SolarWinds 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

Use Case

- **110 technicians use Web Help Desk to support 1,500 end-users.**
- Reasons for purchasing Web Help Desk:
    - Ease of use
    - Ease of deployment
    - Ease of configuration
    - Scalability
- Key use cases of Web Help Desk that led to purchase:
    - Centralized and automated ticketing management

Results

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

Source: Dianna Owens, Database Administrator (DBA), San Jose Unified School District

Research by **TechValidate** by SurveyMonkey