

Case Study: Medium Enterprise Govt. Company Replaces ManageEngine SDP with Web Help Desk

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
 - Absence of centralized knowledge management and self-service
- Used ManageEngine ServiceDesk Plus prior to purchasing SolarWinds Web Help Desk.

Use Case

- Reasons for purchasing Web Help Desk:
 - Affordable cost
 - Ease of use
 - Ease of deployment
- Key use cases of Web Help Desk that led to purchase:
 - Intuitive Web-based help desk interface
 - Built-in expandable knowledge base

Results

- Has experienced the following benefits and organizational impact as a result of using Web Help Desk:
 - Increased help desk productivity and operational efficiency
 - Improved quality of support

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](#)