

Central Florida Expressway Authority Replaces everything HelpDesk with Web Help Desk



“Ticket automation and routing, the approval process, internal tickets, and parent/child ticketing have all contributed to greater efficiency.”

“I’d absolutely recommend Web Help Desk. The ability to configure the system without resorting to a Dev team allows us to create a complex, flexible, and personal system. The active online community, as well as the open communication with the product team, is both fun and reassuring because we, as users, are not left outside the process of steering the further development of the product.”

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
 - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)
 - Absence of centralized knowledge management and self-service
- **Used GroupLink everything HelpDesk prior to purchasing SolarWinds Web Help Desk.**

Use Case

- 8 technicians use Web Help Desk to support about 300 users. In addition to ticketing management, we use Web Help Desk for managing daily work orders, periodic tasks, and internal work tracking."
- 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
 - Intuitive Web-based help desk interface
 - Built-in expandable knowledge base

Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
 - Saved technician time and effort with automation
 - Increased help desk productivity and operational efficiency
 - Improved customer satisfaction
 - Paperwork elimination with the approval process.
- ROI benefits:
 - **Mean time to resolution** for help desk and IT support is **40 – 60% 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:

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