

# Case Study: US Federal Govt. Replaces BMC Remedy Service Management with Web Help Desk



“I’d recommend Web Help Desk as it is easy to use and configure as a ticketing system.”

## Challenges

- Used BMC Remedy prior to purchasing SolarWinds Web Help Desk.
- Purchased Web Help Desk to address challenges of cost of license, management and use of BMC Ready.

## Use Case

- 6 sysadmins, 3 network admins, and 50 users use Web Help Desk.
- 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:
  - Centralized and automated ticketing management
  - IT asset discovery and inventory management
  - Intuitive Web-based help desk interface
  - IT change management
  - **Integration with SolarWinds Orion® platform**

## Results

- ROI benefits and cost savings
- **Saved \$50,000 – \$100,000** in resources, personnel, maintenance, overhead, and training costs by using Web Help Desk.
- Rates Web Help Desk as 5 out of 5 stars.

### 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](#)

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