

Case Study: Codilis & Associates, P.C. Saves Over \$100,000 After Using Web Help Desk



“One of the key features of Web Help Desk is centralized contacts and problem tracking. Before Web Help Desk, there was very little accountability or effort tracking.”

“I would recommend Web Help Desk as it is cost effective, easy to use, and easy to implement. It is rock solid and is well-designed.”

Challenges

- “There used to be no help desk system where I currently work. I researched a bunch of different offerings, and SolarWinds Web Help Desk seemed to be the best for this organization.”

Use Case

- There are 13 technicians that use Web Help Desk to track all IT related projects and problems.
- Reasons for purchasing Web Help Desk:
 - Affordable cost
 - Ease of use
 - 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
 - IT change management

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
 - Increased help desk productivity and operational efficiency
 - Improved quality of support
 - Improved customer satisfaction
- ROI benefits and cost savings:
 - **Mean time to resolution** for help desk and IT support is **over 100% faster** since deploying Web Help Desk
 - **Saved over \$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:

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