

Case Study: NASA Simplifies Ticketing Management with SolarWinds Web Help Desk

“I’d recommend Web Help Desk because it is very user friendly on both the technician and administrative side, and the customers have a clean and elegant interface. It serves our end goal of a pain-free customer interface.”

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
 - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)

Use Case

- 20 technicians are using Web Help Desk, and we have process rules set up that will automatically assign tickets in some instances.
- Reasons for purchasing Web Help Desk:
 - Affordable cost
 - Ease of use
 - Ease of deployment
 - 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:
 - Minimized operational and overhead costs
 - Increased help desk productivity and operational efficiency
 - Improved quality of support
 - Improved customer satisfaction
- **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](#)

[SolarWinds Web Help Desk](#)