

Case Study: C.R. England Inc. Uses Web Help Desk for Ticket Tracking & Saved Up To \$50,000



“Ticket tracking is important, and out of all the tools I’ve used in the past, Web Help Desk has offered the best ticket tracking system.”

“Automation makes my technicians argue less, so I feel I don’t have to babysit as much. Additionally, the automated reports emailed to me every morning takes several report running tasks out of the way everyday.”

“Reporting and dashboard options make a day’s view so easy, I feel like I can get more done.”

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
 - Difficulty discovering and managing hardware and software assets
- **Used Request Tracker prior to purchasing SolarWinds Web Help Desk.**

Use Case

- Have 4 help desk staff, 4 engineers, and 6 programmers using Web Help Desk for tracking issues for 1700 employees.
- Reasons for purchasing Web Help Desk:
 - Affordable cost
 - Ease of use
 - Ease of deployment
 - Scalability
 - Availability as on-premises software
- 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
 - Built-in expandable knowledge base
 - IT change management
 - **Integration with SolarWinds Orion® platform**

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 **40 – 60% faster** since deploying Web Help Desk.
 - **Saved \$20,000 – \$50,000** 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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