

Case Study: Web Help Desk Improves Resolution Time By 20% for Bloomington Public Schools



“Evaluated several options and Web Help Desk checked almost everything on our list. We already use SolarWinds and like the integration with that.”

“Has freed up time from the staff member who used to support the existing system. That has added capacity to our support team.”

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 supporting increasing ticket volume
- Used Home-grown FileMaker Pro based system prior to purchasing SolarWinds Web Help Desk.

Use Case

- Reasons for purchasing Web Help Desk:
 - Ease of use
 - Scalability
- 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
 - **Integration with SolarWinds Orion® platform**

Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
 - Increased help desk productivity and operational efficiency
 - Improved customer satisfaction
- ROI benefits and cost savings:
 - **Mean time to resolution** for help desk and IT support is **up to 20% faster** since deploying Web Help Desk.
 - **Saved \$10,000 – \$20,000** in resources, personnel, maintenance, overhead, and training by using 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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[SolarWinds Web Help Desk](#)