

# Case Study: Mater Misericordiae University Hospital Replaces Zendesk with Web Help Desk

## 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
  - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)
  - Absence of centralized knowledge management and self-service
- Used Zendesk prior to purchasing SolarWinds Web Help Desk.

## Use Case

- Reasons for purchasing Web Help Desk:
  - Affordable cost
  - Ease of use
  - Ease of deployment
  - Ease of configuration
  - 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
  - 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
  - Saved technician time and effort with automation
  - Increased help desk productivity and operational efficiency
  - Improved quality of support

### 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](#)