

Case Study: Samsung Electronics Co., Ltd. Replaces Spiceworks with Web Help Desk

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
 - Difficulty supporting increasing ticket volume
 - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)
- Used Spiceworks prior to purchasing SolarWinds Web Help Desk.

Use Case

- Reason for purchasing Web Help Desk:
 - Scalability
- Key use cases of Web Help Desk that led to purchase:
 - Built-in expandable knowledge base
 - IT change management

Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
 - Increased help desk productivity and operational efficiency
 - Improved quality of support
- ROI benefits:
 - **Mean time to resolution** for help desk and IT support is **40 – 60% faster** since deploying 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.

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