

# Case Study: Carmike Cinemas Achieves 100% Faster Ticket Resolution Time with Web Help Desk



“We are more than satisfied with our decision to purchase Web Help Desk. It has every feature that we require in our particular environment. It is simple to use, fully customizable, and integrates with several other SolarWinds products. Obtaining technical support from SolarWinds is also easy and extremely fast. This product is receiving regular updates and continues to grow and improve over time.”

“SolarWinds is easy to use for an end-user; and is extremely configurable, and easy to navigate for a technician. It has all of the necessary tools required to efficiently operate a 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 Altiris Helpdesk from Symantec prior to purchasing SolarWinds 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:

[SolarWinds](#)

[SolarWinds Web Help Desk](#)

## Use Case

- Reasons for purchasing Web Help Desk:
  - 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
  - Intuitive Web-based help desk interface
  - Built-in expandable knowledge base
  - **Integration with SolarWinds Orion® platform**
- Applications of Web Help Desk in customer environment:
  - Merging and assigning Parent-Child relations available in Web Help Desk.
  - Ticket filtering was not available for us in our last help desk. Viewing ticket updates much easier with Web Help Desk.
  - Communication to the end-user using help desk is much easier.
  - Our last help desk had no function to email and log information within a ticket. We had to use a separate email to communicate updates to the end-user.
  - Web Help Desk reports allow for me to monitor and evaluate the help desk administrators' performance.

## 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:
  - **Mean time to resolution** for help desk and IT support is **over 100% faster** since deploying Web Help Desk.
- Rates Web Help Desk as 5 out of 5 stars.