

Case Study: Des Moines Public Schools Uses Web Help Desk to Support 40,000 End-Users



“I recommend Web Help Desk as the product is as good or better than any I have seen or used, and the price is significantly less.”

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
 - Difficulty supporting increasing ticket volume
 - Absence of centralized knowledge management and self-service
- **Used School Dude prior to purchasing SolarWinds Web Help Desk.**

Use Case

- 40 technicians use Web Help Desk to support up to 40,000 end-users.
- Reasons for purchasing Web Help Desk:
 - Affordable cost
 - Ease of use
 - 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

Results

- Realized the following benefit and organizational impact as a result of using Web Help Desk:
 - 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.

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