Case Study: Contoured Solutions Replaces Spiceworks with SolarWinds Web Help Desk

"Web Help Desk offers an excellent balance between power and ease of use. It is much easier to adopt which has made my job easier."

"I'd recommend Web Help Desk because of its ease of use and ease of deployment."

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
  - Lack of monitoring and reporting for tracking ticket status and customer support needs
  - Difficulty supporting increasing ticket volume
- **Used Spiceworks prior to purchasing SolarWinds Web Help Desk.**

Use Case

- We are an organization of 300+ users. Web Help Desk is used by both IT and facilities staff.
- Reasons for purchasing Web Help Desk:
  - Affordable cost
  - Ease of use
  - Ease of deployment
- Key use cases of Web Help Desk that led to purchase:
  - Centralized and automated ticketing management
  - Intuitive Web-based help desk interface

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.

Learn More:

SolarWinds

SolarWinds Web Help Desk

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