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Case Study: Educational Institution (USA) Saves Up To $100,000 After Using Web Help Desk

> "Web Help Desk is easy to use and manage. Overall, love the integration with various useful components."

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

Use Case

- About 25 technicians use Web Help Desk to track and manage tickets.
- 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
    - IT change management
    - **Integration with SolarWinds Orion® platform**
    - **Integration with DameWare® remote support software**

Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
    - Saved technician time and effort with automation
    - Increased help desk productivity and operational efficiency
    - Improved quality of support
    - Improved customer satisfaction
- ROI benefits and cost savings:
    - **Mean time to resolution** for help desk and IT support is **over 100% faster** since deploying Web Help Desk.
    - **Saved $50,000 – $100,000** in resources, personnel, maintenance, overhead, and training costs by using 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:

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☑ SolarWinds Web Help Desk

Source: TechValidate survey of a Educational Institution