

Case Study: Educational Institution Replaces CA Service Desk Manager with Web Help Desk

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
 - We were using another more expensive system so cost was one of the attractions.
- Used CA Service Desk Manager prior to purchasing SolarWinds Web Help Desk.

Use Case

- Over 400 technicians and multiple areas outside of IT use Web Help Desk in various ways.
- Reason for purchasing Web Help Desk:
 - Affordable cost

Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
 - Reduced time-to-resolution of support tickets
 - Minimized operational and overhead costs
 - Saved technician time and effort with automation
 - Increased help desk productivity and operational efficiency
 - Improved quality of support
 - Improved customer satisfaction

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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