Case Study: Evangelical Christian Credit Union Replaces HEAT Software with Web Help Desk

"I would recommend Web Help Desk. It is easy to configure and it just works."

"I can respond to our users from our phone. I don't have to be onsite to resolve and update issues."

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
    - Difficulty discovering and managing hardware and software assets
- **Used HEAT Service Management prior to purchasing SolarWinds Web Help Desk.**

Use Case

- 10 technicians use Web Help Desk to support about 190 end-users.
- Reasons for purchasing Web Help Desk:
    - Affordable cost
    - Ease of use
    - Phone app, call notifications when I am not at work.
- Key use cases of Web Help Desk that led to purchase:
    - Built-in expandable knowledge base
    - **Integration with DameWare® remote support software**
    - Easy to configure.

Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
    - 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
- ROI benefits and cost savings:
    - **Mean time to resolution** for help desk and IT support is **80 – 100% faster** since deploying Web Help Desk.
    - **Saved $20,000 – $50,000** in resources, personnel, maintenance, overhead, and training costs by using Web Help Desk.
- Rates Web Help Desk as 5 out of 5 stars.

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

Source: Sergio Castillo, Help Desk Technician, Evangelical Christian Credit Union (ECCU)

Research by **TechValidate** by SurveyMonkey

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