

Case Study: Chaffey College Uses Web Help Desk to Support 5,000 Staff and 22,000 Students

“Web Help Desk is a good product that is easy to set up and start using.”

“It works well and the price point to feature was better than most. The ease of use has been a plus. Setup was easily done in-house.”

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
 - Lack of automation for ticket creation, assignment, routing, and escalation
 - Lack of monitoring and reporting for tracking ticket status and customer support needs
 - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)
 - Difficulty discovering and managing hardware and software assets
 - Absence of centralized knowledge management and self-service
- Used in-house access database prior to purchasing SolarWinds Web Help Desk.

Use Case

- **30 technicians use Web Help Desk to support 5,000 staff members and 22,000 students.**
- Reasons for purchasing Web Help Desk:
 - Affordable cost
 - Ease of use
 - Ease of deployment
 - Ease of configuration
 - Scalability
- 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 benefits and organizational impact as a result of using Web Help Desk:
 - Improved quality of support
 - Improved customer satisfaction
- Rates Web Help Desk as 4.5 stars out of 5.

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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