

Case Study: OneStream Networks Replaces Spiceworks with SolarWinds Web Help Desk

“After implementing Web Help Desk, it is much easier to organize tickets, research historical ticket data, and run reports. It’s a very good product for the price.”

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
 - Difficulty supporting increasing ticket volume
 - Complexity with handling tickets from multiple channels (email, phone, chat, etc.)
- Used Spiceworks prior to purchasing SolarWinds Web Help Desk.

Use Case

- 16 technicians use Web Help Desk as a ticketing system to support 500 end-users.
- Reasons for purchasing Web Help Desk:
 - Affordable cost
 - Ease of use
 - Ease of deployment
- Key use case of Web Help Desk that led to purchase:
 - Centralized and automated ticketing management

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

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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