

# Case Study: Horizon Beverage Saves Over \$50,000 After Using Web Help Desk



“We can identify key issues within our organization based on the types of tickets we receive. We can direct training in the proper areas based on tickets as well.”

“I like the simplicity and how quickly we were up and running.”

“Web Help Desk is easy in learning and setup. It gives you the ability to change as your ideas and procedures change.”

## Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
  - A 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
  - An absence of centralized knowledge management and self-service
- Did not use a help desk tool prior to purchasing SolarWinds Web Help Desk.

## Use Case

- Reasons for purchasing Web Help Desk:
  - Affordable cost
  - Ease of use
  - Ease of deployment
  - Availability as on-premises software
- 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
- Applications of Web Help Desk at Horizon Beverage:
  - As the traditional IT help desk management software
  - To manage for requests to our graphic arts department
  - As a basic customer service tool

## 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
- ROI benefits and cost savings:
  - **Mean time to resolution** for help desk and IT support is **60 – 80% 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:

[SolarWinds](#)

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