

Case Study: Educational Institution Replaces One or Zero Helpdesk with Web Help Desk



“Our previous solution, One or Zero Helpdesk & Task Management System, was very limited in reporting tools and “bells and whistles,” and didn’t always work. Web Help Desk is an improvement in every feature, including alerts/notifications, enforcement of SLAs, detailed e-mails to techs, and we love the pop-up notifications based on the Report Type selected by clients so we give them answers before they ask the questions.”

“I would recommend Web Help Desk to others and I have done so. It is easy to use, easy to customize, and quick to get up and running into production.”

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
 - Lack of monitoring and reporting for tracking ticket status and customer support needs
 - Previous system was outdated. Not even LDAP support was available.
- **Used One or Zero Helpdesk & Task Management System prior to purchasing SolarWinds Web Help Desk.**

Use Case

- Reasons for purchasing Web Help Desk:
 - Affordable cost
 - Ease of use
 - Ease of deployment
 - Ease of configuration
- Key use cases of Web Help Desk that led to purchase:
 - Centralized and automated ticketing management
 - Intuitive Web-based help desk interface

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 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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