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Case Study: Educational Institution (TX, USA) Replaces SchoolDude with Web Help Desk

"Purchased Web Help Desk as it was more configurable to our needs."

Challenges

- Used School Dude prior to purchasing SolarWinds Web Help Desk.
- Looked for a better ticketing system than SchoolDude, and decided to buy SolarWinds Web Help Desk.

Use Case

- Reasons for purchasing Web Help Desk:
    - Ease of use
    - 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
    - **Integration with DameWare® remote support software**

Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
    - Improved quality of support
    - Improved customer satisfaction
- ROI benefits:
    - **Mean time to resolution** for help desk and IT support is **20 – 40% faster** since deploying 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:

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SolarWinds Web Help Desk