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Case Study: Computer Services Company (USA) Replaces ServiceNow with Web Help Desk

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"Compared to ServiceNow, Web Help Desk made my help desk management and IT support job easier by offering centralized knowledge base management."

Challenges

- Purchased SolarWinds Web Help Desk to solve the following help desk and IT support challenges:
  - Absence of centralized knowledge management and self-service
- **Used ServiceNow prior to purchasing SolarWinds Web Help Desk.**

Use Case

- Reasons for purchasing Web Help Desk:
  - Affordable cost
- Key use cases of Web Help Desk that led to purchase:
  - Built-in expandable knowledge base
  - **Integration with SolarWinds Orion® platform**

Results

- Realized the following benefits and organizational impact as a result of using Web Help Desk:
  - **Saved technician time and effort with automation**
- ROI benefits and cost savings:
  - **Saved up to $10,000** 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:

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Research by **TechValidate** by SurveyMonkey