

## Educational Institution (USA) Uses Web Help Desk to Support 1500 Students & 450 Staff



5/5 Stars

How our organization uses SolarWinds Web Help Desk:



We have two instances of Web Help Desk – one in our student support area (one full-time staff, 8 student staff), and one in our faculty/staff support area (one full-time manager, 12 student staff). Students can submit their own tickets online, faculty/staff cannot. We have approximately 1500 students and 450 staff on campus.

Would you recommend SolarWinds Web Help Desk?



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.

Source: Help Desk Manager, Educational Institution

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