**"** Prior to using of SolarWinds Web Help Desk, we would only use email to receive support requests. Almost all the time requests would get lost in the clutter of our email. Now, we can see an exact number of open tickets at any given time. It's so great, our other non-IT support departments ( ie. QA, Case Updates, HR) have begun using Web Help Desk to keep them on track and on time.

— IT/Systems Administrator, Non Profit

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