



 EVALUATION GUIDE

Web Help Desk

The purpose of this guide is to help you understand how SolarWinds® Web Help Desk® (WHD) can help you do your job more efficiently, and increase the performance of your support department.

WHAT IS SOLARWINDS WEB HELP DESK?

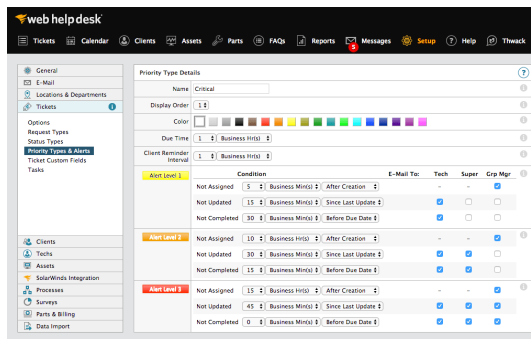
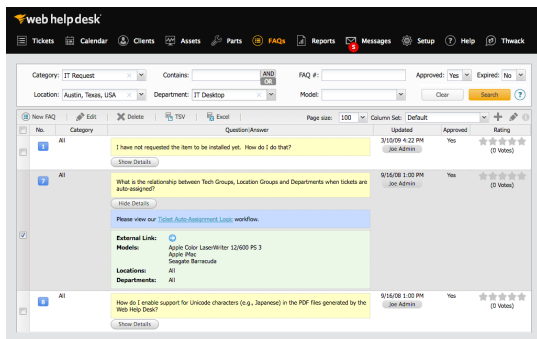
SolarWinds Web Help Desk is an affordable and easy-to-use help desk ticketing and asset management software that helps simplify and streamline support from ticket request to resolution.

Why do support teams love SolarWinds WHD?

- » **Affordable:** Easy-to-understand pricing model without any hidden additional costs, or monthly fees. You pay per technician logins, no matter how many end-users you must support.
- » **Ticketing management:** Easy to use ticketing system that uses rules to automate the creating, routing, assigning and tracking of tickets. It also tracks data over time.
- » **Incident and problem management:** A pragmatic approach to applying ITIL best practices with the flexibility to make it work for your environment.
- » **Asset management:** Automate and schedule discovery of hardware and software assets in your IT infrastructure, track asset history including ownership and related service requests, as well as, warranty and licensing information, and more.
- » **Change management:** Highly configurable workflow engine to help ensure change management policies and procedures are adhered to.
- » **Knowledge management:** Leverage Web Help Desk software’s built-in knowledge base for creating FAQ and knowledge base articles to assist your help desk team and promote self-service to end-users during service request creation.
- » **Service management:** Use built-in reports and dashboards to track ticket status, technician performance, and customer support needs, and ensure you meet SLAs.

“ We are able to resolve tickets in a timelier manner and our customer satisfaction scores are improving. Staff is documenting more information and we are creating self-help pages as a result. ”

— Scott Chille,
Chief Information Officer,
Corvallis-clinic.com



Common problems Web Help Desk can help address:

- » Do you face internal help desk requests ranging from critical outages to new equipment requests?
- » Is it difficult to find out which requests should be prioritized?
- » Are you able to follow every ticket from its request through to its resolution?
- » Do you experience any trouble with tracking and managing software and hardware assets?
- » Do you have details on what assets are being used and by whom in your organization?

If you face these challenges on a daily basis, you can benefit from SolarWinds Web Help Desk.

ROI to business and support teams

A [recent survey](#) shows that, of the SolarWinds customers surveyed, those who use Web Help Desk experienced increased help desk productivity and operational efficiency, and improved quality of support. They were also able to significantly [reduce mean time to resolution](#), with tickets by 40-60% on average, and achieved close to \$10,000-15,000 USD in [cost savings](#). Furthermore, one in every five customers was able to save more than \$50,000 USD thanks to WHD.



Considerable Cost Savings



Faster Resolution of Support Issues



Increased Productivity and Efficiency

WEB HELP DESK IS NAMED LEADER IN HELP DESK SOFTWARE BY SOFTWARE ADVICE

In July 2017, Web Help Desk was named a "Leader" in the FrontRunners quadrant for help desk software. In addition to being selected as one of three leaders among the total 460 help desk software solutions evaluated by Software Advice™, a Gartner® company, Web Help Desk was positioned as the greatest value for small businesses among the entire field. [Learn more.](#)



The content for the FrontRunners quadrant is derived from actual end-user reviews and ratings as well as vendor-supplied and publicly available product and company information that gets applied against a documented methodology; the results neither represent the views of, nor constitute an endorsement by, Gartner or any of its affiliates.

Find more on: <http://www.softwareadvice.com/help-desk/#top-products>

KEY FEATURES

Automated ticketing management

Web Help Desk allows you to automate key help desk ticketing management tasks, including ticket assignment, routing, and escalation. It helps you save time and manual effort, and improves your help desk productivity. Web Help Desk enables you to:

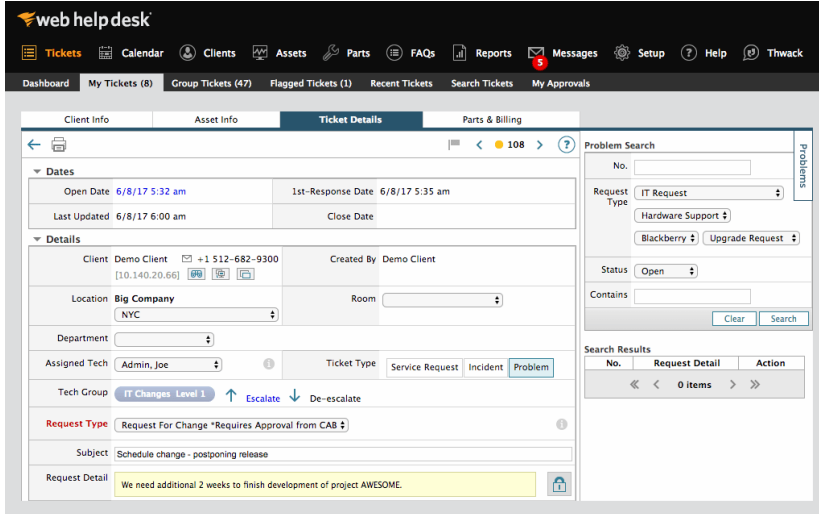
- » Automatically convert email requests into help desk tickets.
- » Create rules for ticket routing and manage tasks between multiple departments.
- » Associate problem tickets with IT assets and track the history of asset service requests and complaints.
- » Send email when tickets are unattended or unassigned.

“ Web Help Desk software’s abilities surrounding ticket automation and routing, the approval process, internal tickets, and parent/child ticketing, have all contributed to greater efficiencies. ”

— Ryan Calhoun,
Help Desk Technician,
Central Florida Expressway
Authority

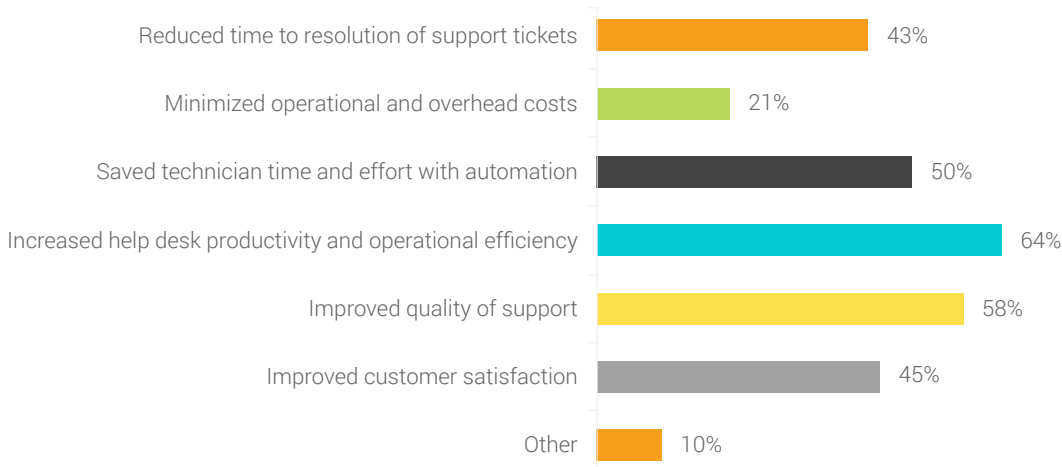
No.	Updated	Request Type	Request Detail	Latest Notes	Status	Priority	Alert Level
110	6/6/17 4:32 am	Legal Dept Request • General Inquiry	test: slythxkij9falrha		Resolved	Medium	
20	10/24/16 1:30 pm	HR Request • Employee Complaint	Quite offended: Mr. Cross has terrible body odor and refuses to shower!		Pending	Urgent	Not completed
42	11/4/16 12:24 pm	Web	Web: Define requirements for new room: Define changes comparing to old server room. List ...	M. Siddall: Understood New deadline: 5/14/2015.	Pending	Medium	Not completed
14	10/18/16 2:17 pm	HR Request • Benefits Insurance	Send employee insurance & HIPAA forms: New Employee		Assigned	Urgent	Not completed
21	10/25/16 2:17 pm	IT Request • Software Support • Microsoft Windows • Repair Request	Reimage Computer Lab: Update main image on server and run Netinstall.		Assigned	High	Not completed
41	10/18/16 1:13 pm	E-Mail Report	WHD-Branded iPod!!!: Here is a Web Help Desk branded iPod. Pretty cool...huh? We...		Assigned	Medium	Not completed
26	10/30/16 4:45 pm	IT Request • Hardware Support • Laptop Loaner	Requesting a travel laptop: I will be traveling to the UK next month and would like to req...		Approved	High	Not completed

This parent-child ticketing feature enables you to more efficiently manage tickets from multiple departments and various hierarchies.



Customer Facts:

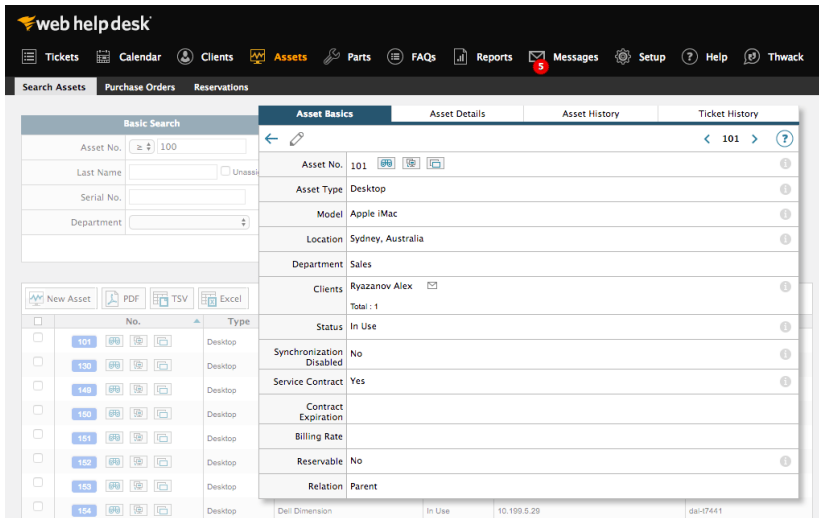
Benefits & Organizational Impact of Using Web Help Desk



Source: *TechValidate survey of 248 users of SolarWinds Web Help Desk, Mar. 3, 2017*

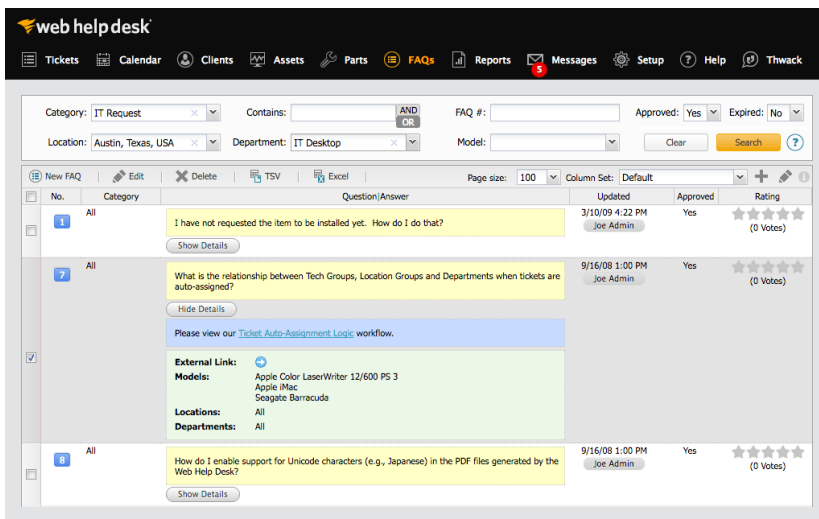
Automated IT asset discovery and IT asset management

Web Help Desk is an IT asset management product that enables you to automatically discover your software and hardware assets, and manage asset assignments, history, and associated service requests, all from a single user-friendly web console. AssetID can consist of auto-incremented number, barcode ID, or any text string. In case of using barcode ID, you can search for assets using barcode scanner.



Help desk knowledge management

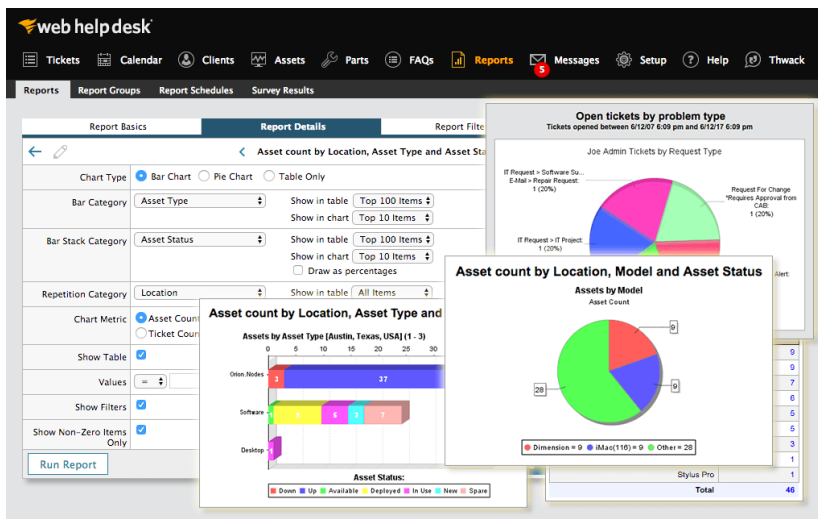
Web Help Desk includes a built-in extensive, searchable, and easy-to-use knowledge base for technician knowledge management and for promoting self-resolution options to end-users. This helps reduce the number of inbound service requests.



Built-in reporting and performance monitoring

Web Help Desk offers a built-in comprehensive reporting engine to generate charts and reports for your various performance measurement needs.

- » **Performance Reporting:** With the Web Help Desk software’s robust graphic reporting tools you can easily monitor technician performance, customer support needs by location, real-time billing data, and incidence frequency.
- » **Customer Satisfaction Reports:** The Web Help Desk survey module collects data from multiple survey types and subjects. You can then easily populate this data into graphical reports that uncover bottlenecks and dissatisfied customers.
- » **Scheduled Report Delivery:** Select and schedule regular reports for automatic email delivery to Supervisor, Manager, Technician, Finance, and Administrator Users.
- » **Export Data:** Web Help Desk allows report data to be “sliced and diced” in the method of your choice at your level of expertise.
- » **Dashboard:** The Web Help Desk Dashboard feature increases the visibility of real-time business operations for faster, more informed decisions to improve performance and efficiency. At-a-glance charting provides an instant overview of your help desk’s service fulfillment.
- » **IT Asset Reporting:** Web Help Desk provides powerful IT asset reporting for statistics and insights into asset usage, distribution across locations, warranty, service expirations, and purchase history.



Integration with SolarWinds Performance Monitoring Tools

Web Help Desk directly integrates with SolarWinds network management and server monitoring tools, enabling you to automatically convert network and server node failure, device/interface performance and configuration issues, and critical application faults directly into help desk tickets.

Integration with SolarWinds IT Operations Management Tools

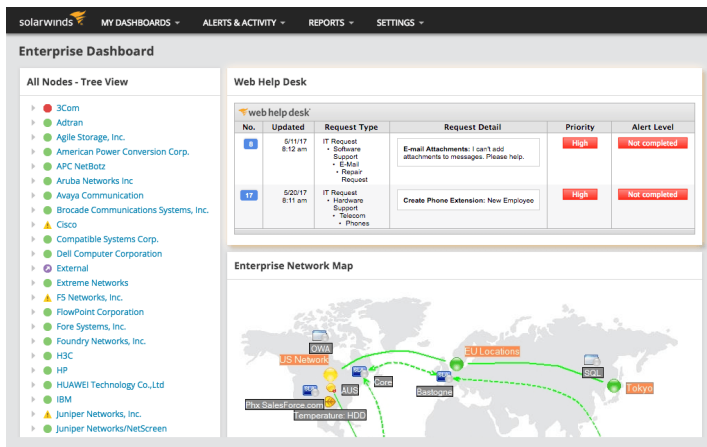
The integration of Web Help Desk with SolarWinds Network Performance Monitor (NPM), Network Configuration Manager (NCM), and Server & Application Monitor (SAM) allows you to:

- » View and use Web Help Desk from NPM, NCM, and SAM web consoles.
- » Create a link to Web Help Desk from network, server, or application node details view.
- » Create Web Help Desk tickets automatically for alerts and node issues detected in NPM, NCM, and SAM.
- » Configure Web Help Desk ticket assignment and routing, based on SolarWinds custom node properties.

“Automation makes my technicians argue less; so, I feel I don’t have to babysit as much.

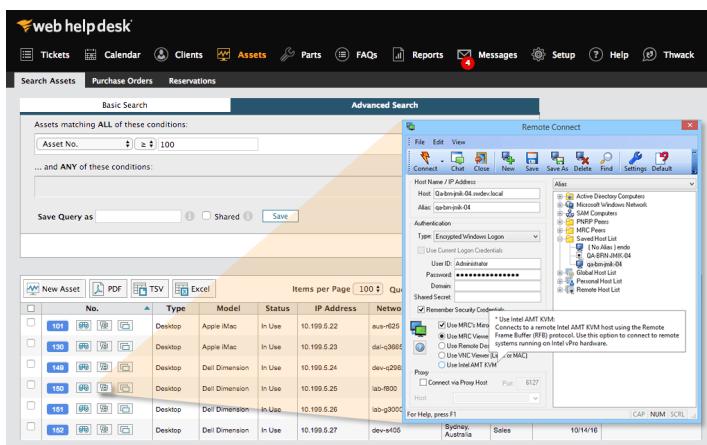
Additionally, the automated reports emailed to me every morning takes several report-running tasks out of the way every day.”

— Jourdan Leach,
Help Desk Manager, C.R.
England, Inc.



Integration with Dameware Remote Support

Integrating Web Help Desk with Dameware® Remote Support allows IT admins and help desk technicians to launch a remote session from the service request or the IT asset inventory in Web Help Desk. Initiate a remote connection in just one click, and use Dameware to perform remote troubleshooting and support.



CUSTOMERS TESTIMONIALS

“Our previous system was very limited in reporting tools and ‘bells and whistles.’ In addition, it didn’t always work. Web Help Desk is an improvement in every feature when compared to our previous system, including alerts/notifications, enforcement of SLAs, detailed emails to techs, and we love the pop-up notifications based on the Report Type selected by clients. This alone helps improve support because we can give end users answers before they even ask the questions.”

– Help Desk Manager, Educational Institution

“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 (i.e., QA, Case Updates, HR) have begun using Web Help Desk to keep them on track and on time.”

– IT/Systems Administrator, Non Profit

“[Having the ability] to respond to the client by email and with all the contact information and hardware assigned to the user/client in one place makes it so much faster and easier to provide support which means resolving the issue faster.”

– Glen Alderson, Security Analyst, McDonough District Hospital

HOW IS WEB HELP DESK LICENSED?

SolarWinds Web Help Desk software is priced per technician. Service desk pricing is based on a tiered structure starting at \$695* or 1-5 technicians. In comparison to other help desk ticketing or service management solutions, this is not a monthly cost—you own the product in perpetuity. In addition, we include one year of maintenance with your purchase.

NOTE: Licensing tiers have been set up to help you get the most beneficial pricing. If you want to learn more about licensing, please reach out to us.

- » Email us at sales@solarwinds.com
- » Call us at (+1) 866.530.8100 or (+353) 21.500.2900
- » Generate an [online quote](#)

*The price is shown in USD and it is valid for customers in US and Canada in August 2017. Pricing may vary based upon the jurisdiction and applicable currency and SolarWinds reserves the right to change price.

ADDITIONAL RESOURCES:

- » [WebHelpDesk.com](#)
- » [Datasheet](#)
- » [Online Demo](#)
- » [Introduction Video](#)
- » [Case Studies](#)
- » [Admin Guide](#)
- » [Getting Started Guide](#)
- » [Training Videos](#)
- » [THWACK Forum](#)

ABOUT SOLARWINDS

SolarWinds provides powerful and affordable IT management software to customers worldwide, from Fortune 500® enterprises to small businesses, managed service providers (MSPs), government agencies, and educational institutions. We are committed to focusing exclusively on IT, MSP, and DevOps professionals, and strive to eliminate the complexity that our customers have been forced to accept from traditional enterprise software vendors. Regardless of where the IT asset or user sits, SolarWinds delivers products that are easy to find, buy, use, maintain, and scale while providing the power to address key areas of the infrastructure from on-premises to the cloud. This focus and commitment to excellence in end-to-end hybrid IT performance management has established SolarWinds as the worldwide leader in both network management software and MSP solutions, and is driving similar growth across the full spectrum of IT management software. Our solutions are rooted in our deep connection to our user base, which interacts in our THWACK® online community to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at www.solarwinds.com.