solarwinds

SolarWinds Web Help Desk®

FULLY INTEGRATED TICKETING & IT ASSET MANAGEMENT SOFTWARE
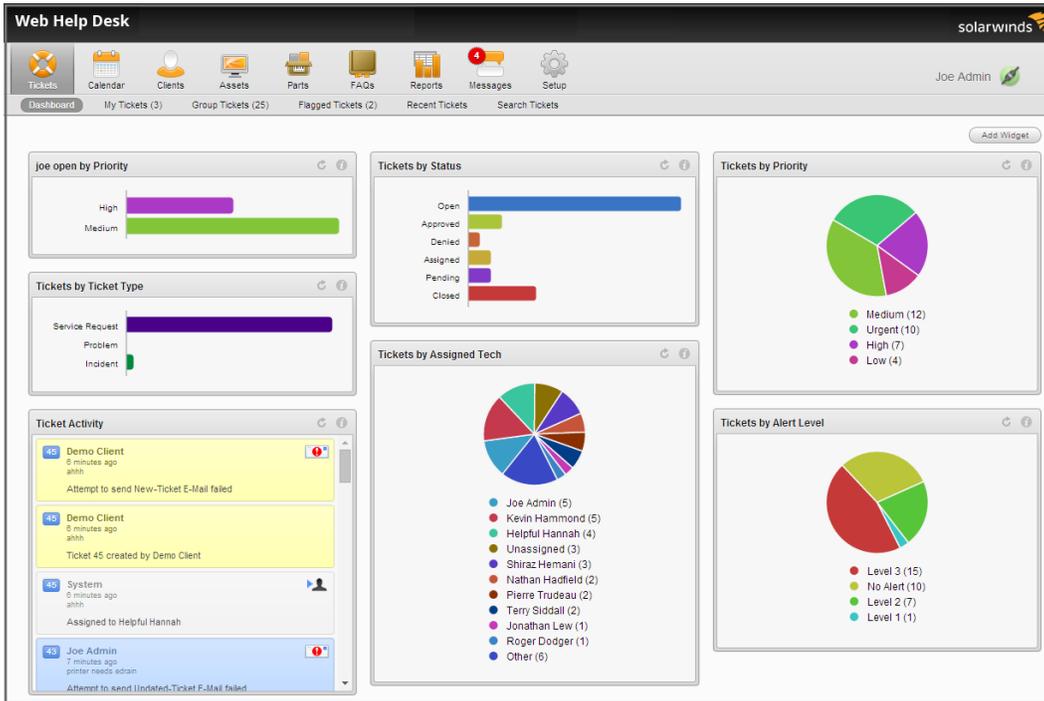
SolarWinds Web Help Desk is an easy-to-use and affordable Web-based IT help desk software that simplifies help desk management, and saves time and manual effort for IT technicians and help desk admins. With built-in ticketing management, asset management, change management, and knowledge base capabilities, you can centralize and automate your help desk tasks and improve customer support and satisfaction.

Web Help Desk at a Glance

- Simplifies and streamlines IT help desk process from service request creation to resolution
- Automates ticketing management with rule-based routing & escalation, real-time tracking, and alerts
- Automated IT asset management for tracking and managing the lifecycle of hardware & software assets
- Offers built-in knowledge base for self-resolution of issues, and automation of change management
- Affordable pricing for IT technician logins—no additional cost for end-user logins or managed IT assets

Feature Highlights

Simple & Affordable IT Help Desk Software for All IT Teams

Web Help Desk offers an intuitive Web interface to centrally manage service tickets, and simplify & automate help desk tasks for IT technicians. Whether you are running IT support in small or large organization, or if you are an MSP offering managed support services to customers, Web Help Desk is flexible and scalable to meet all your requirements.

Centralize, Streamline & Automate Ticketing Management

Web Help Desk is an easy-to-use ticketing management software that automates many help desk ticketing tasks to simplify ticket creation, routing, escalation, and management.

Automated IT Asset Discovery & 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 an easy-to-use Web console.

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 for your end-users and help reduce the number of in-bound service requests.

IT Change Management & Change Approval Workflows

Web Help Desk® software delivers a simple and automated process for managing and controlling change requests. You can customize change approval workflows varying from single approval to multiple approval levels.

Simplify Incident & Problem Management

Web Help Desk simplifies incident and problem management by allowing you to link multiple incidents to a problem for efficient ticket management and resolution.

Help Desk Performance Reporting

Web Help Desk software provides numerous help desk reports to monitor technician performance and ticket status, as well as track customer support needs by location, real-time billing data, and incidence frequency.

SLA Tracking & Management

Prevent your SLAs from falling through the cracks. Web Help Desk ensures that you maintain all levels of service agreement. Set up 'SLA breach approaching' notifications and date-specific SLA reminder alerts for effective SLA management.

Leverage Existing Active Directory & LDAP Infrastructure

Web Help Desk software empowers you to discover and import help desk client account information from your existing Microsoft® Active Directory® (AD) and LDAP directories.

Web Help Desk Mobile

Web Help Desk offers native mobile app for Apple® iPhone® & iPad® to support push notifications for new and updated tickets.

Integration with SolarWinds IT Management Software

Help Desk Integration with Network Management & Server Monitoring Software

Web Help Desk integrates with SolarWinds Network Performance Monitor (NPM), Server & Application Monitor (SAM), and Network Configuration Manager (NCM) enabling you to automatically convert network & server node failure, device/interface performance & configuration issues, and critical application faults directly into help desk tickets.

Remote Desktop Access Connectivity from Web Help Desk

Web Help Desk offers built-in integration for DameWare Remote Support software which empowers you to directly launch a remote control session with the computer assets from help desk trouble tickets and IT asset inventory.

System Requirements

HARDWARE	MINIMUM REQUIREMENTS
CPU	Dual Core, 2.0Ghz or faster
Memory	3 GB (Add 1 GB for every 10 additional technicians)
Hard Drive	20 GB

SOFTWARE	MINIMUM REQUIREMENTS
OS	Licensed Version supported on: • Windows Server 2003 32/64-bit, Windows Server 2008 32/64-bit, Windows Server 2008 R2 64-bit, Windows Server 2012 32/64-bit, Windows Server 2012 R2 32/64-bit • Mac OS X 10.6 or later with Java 6 and above. • CentOS™ 6.4, 32-bit or 64-bit • Red Hat® Linux® (RHEL) 6.4, 32-bit or 64-bit • Fedora® 19, 32-bit or 64-bit Free Trial/Evaluation Version also supported on: Windows XP, Windows Vista, Windows 7 and Windows 8
Database	WHD v12.1.X uses an embedded PostgreSQL® database as its standard database. WHD also supports • MySQL® 5.5 or newer, Community, Cluster, or Enterprise, MySQL Workbench Tools • Microsoft SQL Server® 2008 & 2012 Express, Standard, or Enterprise

NOTE: The minimum server requirements listed assume default configuration. Significantly increasing the poll rate or statistic collection rate could result in additional load on the server, which may require a larger CPU or additional memory.

Try Before You Buy. Download a Free Trial!

Managing IT service requests has never been simpler! Don't just take our word for it. At SolarWinds, we believe, you should try our software before you buy. That's why we offer free trials that deliver full product functionality. Download and install Web Help Desk, and simplify and automate your ticketing service request management tasks. You can save a ton of time and manual efforts in managing your help desk processes!

About SolarWinds

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to customers worldwide. Focused exclusively on IT Pros, we strive to eliminate the complexity in IT management software that many have been forced to accept from traditional enterprise software vendors. SolarWinds delivers on this commitment with unexpected simplicity through products that are easy to find, buy, use, and maintain, while providing the power to address any IT management problem on any scale. Our solutions are rooted in our deep connection to our user base, which interacts in our online community, thwack®, to solve problems, share technology and best practices, and directly participate in our product development process. Learn more at http://www.solarwinds.com.

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PROSPERON NETWORKS: YOUR LEADING IT SOLUTIONS PROVIDER

Prosperon Networks are a leading IT Solutions provider specialising in Network and Systems Management monitoring solutions for small/medium and enterprise networks.

Our SolarWinds Certified Professional Engineers have overseen some of the largest installs of SolarWinds Orion in Europe and over time have gathered a wealth of experience and best practice skills that will ensure your deployment of Orion is working at the levels required.

Prosperon networks

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