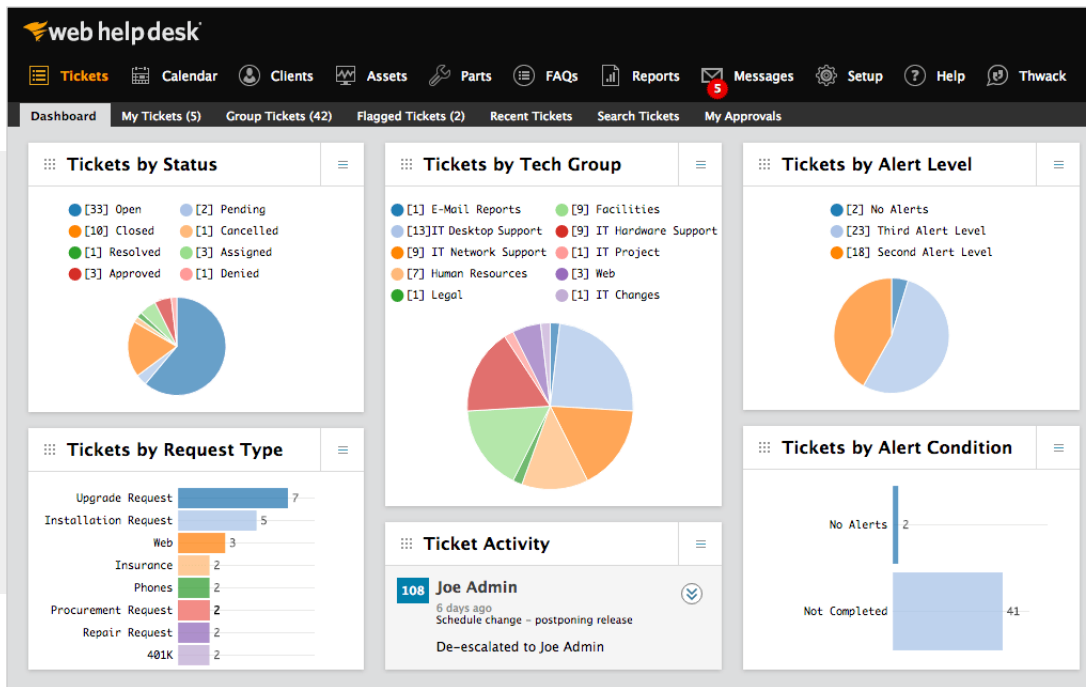


# SolarWinds Web Help Desk



“After trialing several help desk solutions we settled with Web Help Desk which has proved far and away the best solution to our global IT support needs.



– Roddy Campbell,  
Group IT Manager, Caledonian  
Alloys Limited

SolarWinds® Web Help Desk® is a web-based help desk ticketing and IT asset management software that is affordable, easy-to-use, and helps streamline your IT operations.

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## WEB HELP DESK AT A GLANCE

- » Designed to simplify and streamline IT help desk processes from service request creation to resolution
- » Automates ticketing management with rule-based routing and escalation, real-time tracking, and alerts
- » Automated IT asset management for tracking and managing the lifecycle of hardware and 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 and affordable IT help desk software for all IT teams**

Web Help Desk offers an intuitive Web interface to centrally manage service tickets, and simplify and automate help desk tasks for IT technicians. Whether you are running IT support in a 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.

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### **Centralize, streamline and automate ticketing management**

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

### **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.

### **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 and help reduce the number of inbound service requests.

### **IT change management and change approval workflows**

SolarWinds 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 and 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.

### **IT project management and business process automation**

With the help of flexible and customizable parent-child relationships for tickets, Web Help Desk simplifies management of recurring tasks such as employee onboarding or termination, and IT projects such as new infrastructure setup or migration.

### **Help desk performance reporting**

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

### **SLA tracking and management**

Prevent your SLAs from falling through the cracks. Web Help Desk helps ensure 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 and LDAP infrastructure**

The 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.

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### **Web Help Desk mobile**

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

### **FIPS 140-2 compatibility and security**

Web Help Desk enhances security by enabling FIPS-mode SSL connections for data in transfer. It also supports FIPS 140-2 compatible cryptography in IT environments that require high security standards.

## **INTEGRATION WITH SOLARWINDS IT MANAGEMENT SOFTWARE**

### **Help desk integration with Network Management and Server monitoring software**

Web Help Desk **integrates** with SolarWinds Network Performance Monitor (NPM), Server & Application Monitor (SAM), Network Configuration Manager (NCM), and other Orion® Platform products, enabling you to convert network and server node failure, device/interface performance and configuration issues, and critical application faults directly into help desk tickets, and assign them to the appropriate IT team for faster troubleshooting.

### **Remote desktop access connectivity from Web Help Desk**

SolarWinds Web Help Desk offers **built-in integration for Dameware® Remote Support** software, which empowers you to directly launch a remote control session with the end user computer from help desk trouble tickets and IT asset inventory.

## SYSTEM REQUIREMENTS

HARDWARE	MINIMUM REQUIREMENTS
CPU	Dual Core, 2.0 GHz or faster
Memory	3 GB (Add 1 GB for every 10 additional technicians)
Hard Drive	20 GB
SOFTWARE	MINIMUM REQUIREMENTS
Operating System	<p>Licensed Version supported on:</p> <ul style="list-style-type: none"> <li>» Windows Servers: Windows Server 2016 (64-bit), 2012 (64-bit), 2012 R2 (64-bit)</li> <li>» MacOS 10.12 Sierra and 10.13 High Sierra, iOS 10 and 11</li> <li>» CentOS 6.5, 7.0</li> <li>» Red Hat® Enterprise Linux® (RHEL) 6.5 (64-bit), 7.0 (64-bit)</li> <li>» Fedora® 24 and 25</li> </ul> <p>Free Trial/Evaluation Version also supported on: Windows 10 (64-bit) and Windows 8.1 (64-bit)</p>
Database	<p>Web Help Desk uses an embedded PostgreSQL database as its standard database. Web Help Desk also supports:</p> <ul style="list-style-type: none"> <li>» MySQL® 5.6 and 5.7</li> <li>» Microsoft SQL Server 2016, 2012 SP2, and 2014</li> <li>» PostgreSQL 9.5 and 9.6</li> </ul>

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### 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, to help 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 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 a 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® on-line community to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at [www.solarwinds.com](http://www.solarwinds.com).

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## LEARN MORE

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To locate an international reseller near you, visit [http://www.solarwinds.com/partners/reseller\\_locator.aspx](http://www.solarwinds.com/partners/reseller_locator.aspx)

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