Samanage (Solarwinds) Help Desk Management System

Introduction:

I am requesting that the MWA board approve the purchase of the Samanage platform, which is a robust; feature rich web based help desk ticketing system that will replace our current help desk system.

A help desk ticketing system functions to track and fulfill the support and service requests received from employees throughout the organization. Our current help desk system, Help Scout, lacks the features that can enable our customer facing departments to work more efficiently, improve customer satisfaction, and to scale capacity to serve our growing school.

Samanage includes key features that will help our customer facing Teams be more effective. Two of these features are; knowledge base and self-service portal and reporting and metrics tracking. Reporting and metrics tracking will allow our Teams to monitor the health and performance of the services they provide. The knowledge base and self service portal provides employees with a place where they can obtain suggested knowledge articles for simple troubleshooting or, utilize a service catalog of items for common requests. This will reduce the number of requests received and empowers staff to resolve simple requests and issues on their own.

Evaluation and Selection Process:

A Team made up of representatives from the HR, IT, Applied Technology, Data and Assessment and Operations departments evaluated 3 different platforms in accordance with our standard practice to vet 2 to 3 vendors when selecting new software. The platforms evaluated were Samanage, Fresh Service and Zendesk. The evaluators rated the features on a scale from 1 to 4, with 1 being below expectations and 4 being exceeds expectations. Samanage received 88 total points, while Fresh Service received 60. During the evaluation process, the Team eliminated Zendesk because it was too expensive and required too many bolt on options.

Recommendation:

Based on the results of the evaluation of the 3 platforms, the Team feels confident that Samanage will meet the needs of our organization and the main administrators and users of the system. Once fully implemented, Samanage will enable customer departments to work more efficiently, improve customer satisfaction, and allow our teams to scale our capacity to serve our growing school.

I recommend that the MWA Board approve the purchase of the Samanage Help Desk platform.

Next Steps:

Once approved, the IT Team will begin working with the Samanage implementation project Team to setup the system. The IT Team will then pilot Samanage in the fall of this year, and will roll out the platform to the Data and Assessment, HR, Operations, and Applied Technology Teams later in the spring.