

## CASE STUDY



# Bonita Springs clean up their IT operation with a little help from



## key facts

- Simple to use
- Flexible call searches to solve repeated problems
- Sitehelpdesk-IT - a perfect match to needs
- Affordable software

If you have any queries, would like a quotation, or to arrange a trial please contact [sales@sitehelpdesk.com](mailto:sales@sitehelpdesk.com)



Registered in England No: 3971162

Bonita Springs is a Not For Profit (member owned cooperative) organisation providing potable water, irrigation water and wastewater treatment services to 30,000 homes and businesses in and around the Southwest Florida city of Bonita Springs. They have approximately 100 employees and over 24,000 customers spread over a 60-square-mile service area. Producing over 9 million gallons of clean water per day means that all the supporting systems are critical to meeting this demand.

### Simplicity and affordability

Mary Crouse the Application Analyst at BSU explains that "We are a small company with a small IT department. We were looking for a simple helpdesk system that we could easily document troubleshooting tickets and then search for the solution later. We were looking for an affordable system that would meet our needs. SiteHelpDesk-IT was the perfect match." She went on to say "We required a help desk mostly to track problems so that if they come up again we can quickly search for the similar issue and correct them more efficiently."

Mary was attracted to sitehelpdesk by the ease of use and favourable price.

“ Installation and configuration was very straightforward. SiteHelpDesk.com has been very helpful in clearing up any questions we have had during installation and upgrades. ”

### A complete solution

"We haven't had to add anything to the product. Out of the box, SiteHelpDesk-IT satisfies all of our needs. On occasion, we do query the SiteHelpDesk database directly for ad-hoc reports or to download inventoried hardware to a barcode scanner for physical inventory. The IT staff finds SiteHelpDesk is a valuable tool for troubleshooting and documenting all the computer problems.

On occasion, we still have to remind staff that the helpdesk software is available for them to use but overall, employees that do use the system find it an easy to use and effective way to log requests with IT.

Mary concludes that "The most beneficial part of SiteHelpDesk for us is the flexible call search. We can quickly clear up issues that have been solved in the past by looking up previous calls. We have also been extremely satisfied with the product generally and the service we have received from sitehelpdesk.com."

[www.bsu.us](http://www.bsu.us)

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