2019 WINTER

CUSTOMER SUCCESS REPORT





HELP DESK SOFTWARE CATEGORY

featured customers

HELP DESK SOFTWARE OVERVIEW

Help desk software was initially used to handle online communication and has now grown to include phone, email, social media, and self-service (community, feedback management, knowledge base). The main task of this platform is to streamline and simplify your communication. A quality system can help you save plenty of money and time, and boost your staff's productivity and efficiency. It can also assist you to identify areas for improvement and enhance your support operations.

With a good help desk software, you can: build a closer relationship with your customers and ensure they are happy, consolidate all requests and queries in a single platform and collect added information from each conversation, track specific conversations, store them for reference, or contact the customers swiftly if needed.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

Content Score is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

Market Presence Score is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

Company Score is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

Customer Success Report Award Levels



Market Leader

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



Rising Star

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

2019 Customer Success Awards

Check out this list of the highest rated Help Desk Software software based on the FeaturedCustomers Customer Success Report.



JIRA Service Desk
freshdesk
LiveAgent
SysAid
zendesk
Zoho Desk



happyfox
Help Scout
helpspot.
issuetrak
kayako
TeamSupport
teamwork.



ALCEA TECHNOLOGIES INC
groove
GROUP Solutions for Schools, Gov't and Industry
HELPCRUNCH
helponclick™
NETHELPDESK
vision™ Helpdesk



zendesk



zendesk

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ABOUT ZENDESK

Zendesk builds software for better customer relationships. It empowers organizations to improve customer engagement and better understand their customers. Approximately 114,000 paid customer accounts in over 160 countries and territories use Zendesk products. Based in San Francisco, Zendesk has operations in the United States, Europe, Asia, Australia, and South America.

614

Customer references from happy Zendesk users

VIEW ALL REFERENCES

"Zendesk is a robust tool that allows us to bring order to Automattic's processes and workflows. It gives us a place to manage customer conversations, and serves as a centralized hub for our decentralized team."

Kristina Nikolova
Director of Support Operations, Automattic

"Zendesk has really proven itself in a large corporate enterprise environment. It has shown itself to be a flexible and powerful tool for multiple uses, has a good price point and low overheads. Zendesk was easy to implement and use from the start, which delighted our senior management team. I wouldn't hesitate to recommend Zendesk to others."

Myles Lagolago
Craig, Product and Technology Director, Commercial Platforms, News Digital Media

"Zendesk offers us a fully autonomous hands-on approach to create new rules or new configurations to use right away, without having to wait for a developer's intervention."

Valentina Consalvo
CRM and Customer Care Manager, Infinity

"Zendesk was the most advantageous in terms of reflecting the process we wanted and operating costs. In particular, operating costs were the lowest in the simulation result with Zendesk."

HyungKyo Jeong
SOC Team Manager, CDNetworks


MARKET LEADERS

2019 **MARKET LEADERS**













JIRA Service Desk

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ABOUT ATLASSIAN JIRA SERVICE DESK

Jira Service Desk is easy to use, simple to setup, and has everything you need for IT support and customer service. It can manage all your email and support requests in one place, and never miss a Service Level Agreement with automated alerts.

70

Customer references from happy Atlassian Jira Service Desk users

VIEW ALL REFERENCES

"Not only has Atlassian enabled us to work faster and more efficiently, it's changed our company culture. We are more open and collaborative and we're able to get products out to customers faster."

Brandon Cipes
VP of Information Systems, OceanX

"JIRA Service Desk has revolutionized how we do IT. We're dealing with 236% more tickets with only a 63% increase in IT engineers – and our IT team has worked to become 44% more efficient."

Michael Hall
Business Tools Squad Leader, Skyscanner

"Since deploying JIRA Service Desk, we've had our resolved tickets increase by almost 67%, which is a sign that our help desk team is able to actually get more work done."

Nick Cunningham
IT Manager, Puppet Labs, Inc.

"With Atlassian, we've increased efficiency by about 33% and improved visibility and morale. Now work isn't lost and time isn't wasted."

Brian Gress
Director of IT Systems & Governance, Hayneedle



freshdesk

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PEARSON

SONY PICTURES

HONDA

BOSS HUGO BOSS

SCRIPPS

ABOUT FRESHDESK

Freshdesk is the fastest growing customer support software (SaaS) in the market. The product was made commercially available in June 2011 and in less than two and a half years, it is used by 10,000 customers in 118 countries. Freshdesk allows companies to provide multichannel support via phone, email, chat, website, Twitter and from within Facebook and mobile apps.

192

Customer references from happy Freshdesk users

VIEW ALL REFERENCES

"Freshdesk allows us to provide world-class customer support - no delays, no lost e-mails or forgotten tweets. Thanks to the automation features and a sophisticated multi-channel ticket management system, everything is under control."

Marcin Kurylak
Centrium

"Freshdesk makes it easier for us to manage customer information and service requests. It also presents customer data in an appealing manner, helping us distinguish improvements in service time and any pain points in performance."

Alex Nadeau
Senior Client Manager, Teleresult

“With Freshdesk, we have the luxury of having email, portal, phone and most importantly, Mobihelp under one roof. This is the best feature of Freshdesk for us.”

Yorick Naeff
Head of Client Operations, BUX

"Using Freshdesk has improved our service. Customers can rate our responses - this allows us to track our service and pick up on anything we can improve on. Emails from customers are sent to the correct department so they are dealt with quicker. We can also make comparisons between members of staff to monitor progress."

Elliot Lees-Bell
Founder & MD, Beyond Retail



LiveAgent

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ABOUT LIVEAGENT

LiveAgent is a web-based live chat and helpdesk software. It covers all support channels: Email, Live Chat, Call Center, Contact Forms, Feedback Forms, Knowledge Base, Social Networks (Twitter and Facebook) and integrates them into one environment. It grabs your emails and transforms them into tickets for easier use. Everything is easily accessible and manageable. LiveAgent is helping companies like O2, Huawei, SolidTrustPay, Yamaha, BMW and 15,000 more to provide exceptional customer support in all possible ways.

104

Customer references from happy LiveAgent users

VIEW ALL REFERENCES

"After extensive research we opted for LiveAgent as we wanted a ticket system with proper reporting tools for Instacasino.com. LiveAgent is reliable, reasonably priced and simply a great choice for any fast paced online business."

Allan Bjerkan
NorskeAutomater

"We are using LiveAgent mostly for its chat feature. We like it because it is easy to use and offers great functionality, such as useful reporting features and process automation. Furthermore, it is easy to integrate into our own user system through the API that is being offered. Finally, it is really fast, easy and fun to learn and their customer support is always...

Sissy Böttcher
StudyPortals

"We have been using LiveAgent since August and we are really satisfied with the various ways to integrate it into our website and support process. The LiveAgent support is of great help and we recommend this system to everyone. Keep up the good work."

Hendrik Henze
HEWO Internetmarketing

"LiveAgent gives us more control and an overall increase in keeping everything organized. Efficient channeling of tickets and therefore more efficient resource management are important factors as well. Reporting capabilities, department feature and easy automation are a godsend to us."

Justin Farrugia
Managing Director, Areto Systems

MARKET LEADER

SysAid

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ABOUT SYSAID

SysAid Technologies Ltd. is a leading provider of customer-driven IT Service Management (ITSM) solutions. Available as a cloud-based or on-premise solution, SysAid provides affordable, innovative, and intuitive ITSM software aligned with industry best practices. Founded in 2002 by Israel Lifshitz with a vision to make the lives of SysAdmins around the world easier, and make their IT environments and IT service delivery better—SysAid now serves over 10,000 customers across 140 countries, spanning all industries and sizes, from SMBs to Fortune 500 corporations. SysAid has offices around the globe, and its ITSM solutions are available in 42 languages.

60

Customer references from happy SysAid users

VIEW ALL REFERENCES

"For us, SysAid is a very robust system that incorporates everything we've ever needed and wanted for the university. In particular, it has significant value in terms of its ITIL capabilities, its flexibility, the fact that it's easy to configure the templates and the interface, and the ease of use for non-IT end users."

Dustin Nigro
Senior Technician, Georgetown University Law Center

"SysAid is more aligned with ITIL than other ITSM solutions I've used. With SysAid, we've standardized our Incident Management process and dramatically reduced resolution time by using automation."

Michael Zielinski
IT Service Manager, AVK Holdings

"SysAid is a very intuitive software that is easy to use. We've found it simple to configure for our needs, and in particular, it has been really adaptable for various departments that have their own request processes. It has enabled us to effectively manage our assets. We've been using SysAid since 2006, and it continues to improve with every new...

Manuel Puchau
Head of Network Operations, Meditron

"SysAid is an excellent IT management software that has tons of features that make my job as an IT manager easier. The ticketing system is easy for our end users and the asset management makes tracking equipment a breeze. We also benefit from the ability to remote into our end users' machines. To have all of this rolled into one package is extremely...

Eric Krueger
IS Supervisor, Oiles America Corporation



Zoho Desk

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Bernard Health — Rescuing you from healthcare confusion

NELFT NHS — NHS Foundation Trust

Mercedes-Benz — The best or nothing.

ST Electronics

Datacom

ABOUT ZOHO DESK

Zoho Desk is a flexible, cloud-based help desk support software with Contextual AI that allows you to provide the support experience your customers deserve. Provide a great customer support experience with Zoho Desk. Prioritize, manage and close an ever-increasing volume of requests that reach your organization through a variety of channels. Build and publish a support knowledge base. Analyze and improve the performance of your customer support team.

18

Customer references from happy Zoho Desk users

VIEW ALL REFERENCES

"Zoho Desk has replaced the mode of interactions from emails, phone calls, chats, social media platforms to one single platform. It makes the experience of raising support request by your customers very easy, and supports about 9 international languages."

Rahul Batra
Product Strategy Manager, EdgeVerve

"Zoho Desk has helped us provide great support availability across multiple channels, maintain prompt response times, and manage the overall customer experience without breaking a sweat."

Matt Cianfarani
Director of Technical Sales and Support, Cartika

"At the most fundamental level, Zoho Desk enables us to receive requests from our teams and help them in a timely manner. We love the ability to have a self-service portal where they can look up FAQs and find answers to common questions instantly."

Daniel Idikayi
Systems Manager, North East London NHS Foundation Trust

"So far, we're more than satisfied. The integration with Zoho CRM and SalesIQ is problem-free. The app is very easy to match to [your] own style! It's also very user-friendly. Try the free trial periods, it will not disappoint."

Melien Boenk
Client Services, Foto Koch


TOP
TOP PERFORMERS

2019 **TOP PERFORMERS**

















happyfox

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LOWE'S

Whirlpool CORPORATION

FORTUNE

liveops

WARNER BROS. PICTURES
WARNER BROS.

ABOUT HAPPYFOX

HappyFox Inc., headquartered in Irvine, California, develops a multi-channel customer support help desk solution. HappyFox competes with Zendesk and Desk.com. Known for its solid ticketing capabilities and simple user interface, HappyFox caters to the help desk needs of both traditional businesses and modern, high-tech corporations of all sizes. HappyFox integrates with over 20 SaaS based applications including Salesforce and Google Apps, supports around 35 languages and is also available on iOS, Android and Windows mobile platforms.

43

Customer references from happy HappyFox users

VIEW ALL REFERENCES

"Using HappyFox, we can now support our 200+ sites with a staff of three! Enough said."

Matt Pendergraff
Creative Director/Principal, PDG+creative

"One of my key clients is now receiving 95% of support tickets being responded to within 2 hours. They are impressed! This is something I have not been able to demonstrate before."

James Powell
Director, FatcatIT

"Integrating HappyFox has been one of the best decisions we've made for our support team. We're able to see customer info from Magento for each HappyFox ticket and chat. Our team is much more organized and efficient. It's been a game changer for us."

Whitney Pye
Director of Ecommerce, BGZ brands

"Easy to setup and manage, easy to use, customizable to our needs. HappyFox is streamlining the way we help our users."

James Towner
Director of IT, Liveops



Help Scout

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buffer

CrossFit
FORGING ELITE FITNESS

BLUE BOTTLE
COFFEE

GRUBHUB

Trello

ABOUT HELP SCOUT

Help Scout provides your team with a scalable help desk while keeping the customer experience simple and personalized. Customers won't have to create an account or keep track of their ticket number because to them, it works just like email. The customer experience is simple and training staff is painless, but Help Scout still has all the powerful features you need to provide great support at scale.

58

Customer references from happy Help Scout users

VIEW ALL REFERENCES

"The integration has been great! It looks nice in Salesforce, and pulls in old Help Scout conversations automatically. Set-up was easy — and when we did need support, the Help Scout team was responsive and effective."

Alyssa Ciorciari
User Support Manager, WayUp

"The Salesforce integration helps us keep all of our ducks in a row - from outbound sales activity to onboarding to customer service."

Tim Gusweiler
Co-Founder, Jersey Watch

"When a customer emails in, the Magento integration displays order history and customer lifetime value. It's extremely helpful to be able to see the most recent order, because it's usually what they have a question about. Having that context readily available is a huge plus."

Erica Richie
CEO, StageSpot

"Help Scout has given our team the ability to manage communications much more efficiently. While we were already satisfied with the features HelpScout offers, this has allowed us to be even more responsive while not being tied to a computer."

Kevin Meinholz
Enrollment & Retention, University of Wisconsin MBA Consortium



helpspot.

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ABOUT HELPSPOT

HelpSpot is a web-based help desk software for managing all customer support needs - email, self-service knowledge base, full reporting and so much more. Unlike other systems, HelpSpot is infinitely flexible - host it yourself or have it hosted, use your own email systems, authenticate with active directory, LDAP or via custom logic. Best of all, with HelpSpot, there are no limits - unlimited tickets, customers, knowledge base articles, API calls, and custom fields.

67

Customer references from happy HelpSpot users

VIEW ALL REFERENCES

"HelpSpot's Secondary Portal feature enables us to provide branded email support for over 40 domains, a critical feature we weren't able to find from cloud-based CRM services (without paying huge professional services fees). Hosting HelpSpot in our private cloud has been simple enough, and easily handles thousands of email requests per week."

Brian T. Nakamoto
Tightrope Interactive

"Helpspot enables us to provide prompt and efficient support to our global customer base. Issue tracking and related communications with our customers are much easier and manageable than ever before."

Louwrens van Deventer
Freeway Fleet Management

"HelpSpot enables each consultant to see their current workload at a glance, prioritize logs and mark any logs as urgent. It records a thread to keep track of client communications with a history of the support request and produces informative reports and stats. It's easy to understand all the different tabs, and very user friendly."

Belinda Blakeman
ResRequest

"After switching to HelpSpot, our Support team manages all of our support requests with much greater efficiency and our response time has been greatly reduced. Our Support team loves the simplicity of HelpSpot, and feedback from our customers show that they love our quick responses. We have gone from chaos to order thanks to HelpSpot."

Tony Lind
Chief Executive Officer, Invertu



issuetrak

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RITE AID

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EXECUTIVE OFFICE OF THE PRESIDENT OF THE UNITED STATES

REGAL ENTERTAINMENT GROUP

ups

ABOUT ISSUETRAK

Issuetrak, Inc., located in Norfolk, Virginia, has a seasoned management team, with expertise in Help and Service Desk technology, and significant experience with early stage, medium, and large technology companies. Today, Issuetrak, Inc. is a worldwide company that has expanded its technology to provide businesses with a way to improve their internal and external support while dramatically reducing costs. They offer affordable, easy to use, web based help and service desk management solutions for organizations of any size.

105

Customer references from happy Issuetrak users

VIEW ALL REFERENCES

"IssueTrak enhances our quality assurance because we are now embedding the steps that service and support take to handle a call and investigate solutions. The steps are there to ensure that true quality is achieved."

Rob Terpstra
Owner and CEO, CarPro Systems

"If you are looking for workflow and issue management, light on administration setup time yet feature-rich, you really cannot beat the affordability, professional services, and support staff at Issuetrak."

Andrew Marshall
Campus Apartments

"Issuetrak saves us time because we now have one central system with a built-in comprehensive knowledge base of previous issues and resolutions. We're able to resolve similar issues quicker and a lot more efficiently."

Mike Driest
Network/System Administrator, Industrial Control Repair

"IssueTrak is cutting 75 percent of the time I used to spend on customer support requests. I get hours back in my week that I can spend on getting new business."

Linda Link
President, Answer Quest Technologies, Inc.



kayako

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TOSHIBA Leading Innovation >>>

COMCAST

Columbia Sportswear Company.

NASA

GEORGETOWN UNIVERSITY

ABOUT KAYAKO

Kayako is a simple customer service software that scales with your business. Kayako makes it easy to deliver an unrivaled customer support experience. Kayako started in 2001 with a goal: better customer support experience. Today, Kayako is the leading multi-channel helpdesk. Kayako is a team of more than 100 that helps 10,000s of businesses delight millions of customers using Kayako, all around the world.

72

Customer references from happy Kayako users

VIEW ALL REFERENCES

"mtvU Online supports a large network of sites and users with different needs. We receive large amounts of support requests every day, and Kayako actively helps us to keep on top of things and provide timely responses to our users. We found the Kayako portfolio of products to be exactly what we were looking for in a helpdesk system."

Peter Nilsson
VP Technology and Operations, MTV

"We are very impressed with Kayako; the relative small cost of this software pales in comparison to the rise in efficiency of our helpdesk team reducing the average waiting times till problem resolution. We have no problems recommending Kayako to any organization requiring a powerful and easy to use support platform."

Jeremy Jee
IT Manager, RSPCA

"Kayko is the only solution that brings us closer to our prospects and customers, all from one place. Whether it's from social media, email, or live chat, we are always having a single conversation - creating a truly unified customer experience."

Amritpal Singh
Founder, CustomerSuccessBox

"I love that with Kayako, I can have conversations with my customers instead of just treating them like faceless tickets. This is the easiest and most efficient customer support tool that we've ever seen - and highly customizable. They're light-years beyond anyone else on the market."

Taylor Dally
IT Director, Storm Guard Restoration



TEAM SUPPORT

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The Secure Advantage

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GSI

VERITRUST®

ABOUT TEAMSUPPORT

TeamSupport, based in Dallas, Texas, is a web-based help desk application specifically for customer-facing support. Built by a team of veteran software company executives, TeamSupport has won many industry awards, including being honored among CRM Magazine's elite list of 2014 Rising Stars, representing the most innovative CRM software solutions.

92

Customer references from happy TeamSupport users

VIEW ALL REFERENCES

"We needed a tool that would simplify communication between team members and support departments; one that would allow everyone to see what was happening; the status of issues, as well as a database to store our support issues so we could measure effectiveness and minimize the problems associated with communicating by email."

Luanne Barry
Call Center Director, IVG Hospitals

"For us, we can't create a ticket without applying it to a customer. That was one aspect that was very appealing about TeamSupport, compared to most every other software that is built around tickets rather than customers."

Scott Little
Vice President of Customer Services, Multi-Systems, Inc.

"TeamSupport helps us quickly turn an onslaught of support phone calls and emails into assigned, categorized, sorted support tickets."

Jeff Wichman
Founder, Owner/Operator, The Mouse Pad

"As a rapidly growing software company, we needed a tool that would integrate into our internal applications and provide a collaborative view of customer issues. Because of TeamSupport, response times are faster and our customers receive significantly improved service."

Susan Cushman
Axceler



teamwork.

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Pinnacle

ABOUT TEAMWORK

Teamwork.com offers a suite of online productivity software which guarantees to maximize team performance. Comprised of Teamwork Projects, Teamwork Desk and Teamwork Chat, each platform offers a way to streamline your team's processes and empowers your people to realize their unified potential and achieve true business success. Teamwork Projects is a feature-rich productivity and collaboration platform that lends itself to multiple applications, most notably the project management eco system. Teamwork Projects helps teams work better together, closes communications gaps and aligns business processes, leading to a drastic increase in team performance.

223

Customer references from happy Teamwork users

VIEW ALL REFERENCES

"I needed a uniform way of communicating with clients and recording their requirements, comments, observations and even change requests. Of all the products I evaluated, Teamwork Projects proved to be the fastest, simplest, and most cost-effective one."

Sotiris Filippidis
Founder, DotSee

"Teamwork Projects has helped us to organize and monitor many moving parts related to opening a small business. From licenses to inventory, Teamwork Projects helped to get everyone on the same page and increase awareness about outstanding and difficult projects."

Charlie Hoxmeier
Vice President and Brewmaster, Gilded Goat Brewing Company

"We're paying a fraction of the amount for Teamwork as we were for clunkier systems. Between the productivity gains, monetary savings, and increased team morale, Teamwork is a no-brainer."

Zach Laidlaw
Brand Manager, Seafoam Media

"Teamwork Projects, as with any project management software, is designed to bring your workforce together and work more efficiently as a team on specific projects. The main idea is to bring all of the projects and the personnel who are working on them together in one place so that all relevant information is kept in one central area rather than across...

Louise McLoughlin
Owner and Manager, e-BAS Accounts


RISING STARS

2019 **RISING STARS**















RISING STAR

ALCEA TECHNOLOGIES INC

TRUSTED BY

CITY OF SYDNEY

FEDERAL RESERVE BANK OF NEW YORK

CITY OF RENO

NECA

Prince William County Public Schools

ABOUT ALCEA TECHNOLOGIES

Alcea Technologies is a Software Development company located in Ottawa, ON. Alcea is dedicated to offering world-class software products and services to their global clientele with customer service that is second to none. They will cultivate relationships with their clientele in an efficient and positive manner so they can mutually meet their objectives.

19

Customer references from happy Alcea Technologies users

VIEW ALL REFERENCES

"Managing multiple development tasks across several projects with varied resources is confusing to any management team. BugTracker has helped us organize both our pipeline of client requests and manage our developers' task list. Its flexibility allows us to tailor reports to our line of business and management requests."

Mason Power
Principal, Advisen Ltd.

"Alcea Fast BugTrack was up and running in 5 minutes, and has saved us hundreds of dollars over trying to run and maintain a [bug-free] tracking system."

Cameron Elliott
Spamarrest LLC

"FIT Tracking Solutions has been chosen for three principles reasons: its ease of learning, development and maintenance enabling to create a complete working environment in a day; its ease of use for non-computer users, and the reactivity of the Alcea customer and support group."

RenaultSport Formula 1

"Your quick response to my questions and willingness to help has also been a huge bonus in evaluating your software. The other companies I have worked with have not been as helpful."

Amanda L. Corbo
Quality Assurance Manager, Synergistix Data Solutions



groove

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ABOUT GROOVEHQ

GrooveHQ makes hassle-free customer support and engagement software for startups and small businesses. Making your customers happy shouldn't be a painful, time-consuming process. Groove is built on the belief that customer support software should be simple, powerful and hassle-free, and that it should be easy for awesome businesses to provide equally awesome support.

33

Customer references from happy GrooveHQ users

VIEW ALL REFERENCES

"We've definitely gotten more out of Groove by attaching different add-ons. It's cool to be able to add on as you go; right now we're using the support widget, Twitter, HipChat and ratings."

Justin Britten
Prefinery

"We love the analytics. It gives us the ability to say, okay, our average first reply time in the last 7 days is 5 hours. Now we have a specific benchmark to work to improve against."

Sam Mallikarjunan
Principal Marketing Strategist, Inbound.org

"I can't tell you how annoying it used to be to have to search old emails to figure out who the customer I was talking to was. Having it all accessible right there is HUGE."

Todd Hamilton
OpenKit

"We've got customers all over the globe, so being able to offer self-help articles is a big plus. It means that our customers can get support anywhere, even when we're asleep."

Mark Ryan
Bloo.ie

RISING STAR

Solutions for Schools, Gov't and Industry

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ABOUT GROUPLINK

GroupLink Corporation was organized in 1993 to enable its customers to increase revenue, manage customer relationships and deliver world-class customer service. GroupLink's vision is to delight its customers by delivering high-performance support services, support materials, and software solutions that leverage existing IT investments. GroupLink strives to exceed customers' expectations through its best practices help desk, incident management, and CRM solutions. GroupLink Corporation services over 1,000 enterprise customers and 4,000 worldwide implementations from its US headquarters in Bountiful, Utah. Whether deployed for K-12, Higher Education, Government, or other commercial organizations, GroupLink's world-class, best-practices Help Desk, CRM, SalesForce Automation and MDM software solutions feature key integration with Microsoft, Linux, Novell and Apple/Mac environments and help customers automate and add intelligence to business processes, enhance profitability, and lower total cost of ownership.

19

Customer references from happy GroupLink users

VIEW ALL REFERENCES

"We use GroupLink®'s everything HelpDesk® to support our faculty and staff in everyday service requests. We also use it to track our servers, routers, upgrades and hardware issues."

Cori Chappell
Network Administrator, Texas State Technical College

"In the past we experienced problems in virtually every aspect of our contact management and information operations. One of our greatest challenges was in our reporting capabilities. Now, with ContactWise, the ability to import information is literally at our fingertips."

Vito C.
Discount Car and Truck Rentals

"Now we have the ability to see exactly who does or does not have information pertinent to our business operations. And, with that certainty we can view who has confirmed for upcoming events, and more importantly, we can see responses from our contact lists on who responded positively or negatively to our efforts."

Joe T.
Hanify and King

"It's easy to make a simple change and upgrade. They just send you the file, you load it, and it's off and running. It really doesn't take much at all. It's very simple."

Barbara Wisely
Senior IS Analyst, City of Simi Valley



HELPCRUNCH

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XENON

cherrypie studio

AMBASSADOR

SuperSimpleSurvey

Fitlap

ABOUT HELPCRUNCH

HelpCrunch is an all-around communication platform for customer service and sales. It combines modern live chat, in-app messenger, auto messaging, ticketing, and email automation. Designed for SaaS and web services, e-commerce and online-to-offline businesses, HelpCrunch helps convert website visitors into customers, maximize sales, increase retention, and build loyal relationships.

18

Customer references from happy HelpCrunch users

VIEW ALL REFERENCES

"HelpCrunch enabled us to manage our customer support and email automation via one platform which led to improving customer support performance by 40%."

Valery Kurilov
Chief Executive Officer, SE Ranking

"I really like HelpCrunch. I spent less than 10 minutes to integrate and customize it. It's so customizable and looks really nice on our website. Also, there is a mobile app and we can always be online for our customers. Thanks."

Mike Timashov
Chief Executive Officer, CherryPie Studio

"I like HelpCrunch because it is just doing its work - and thanks to it, the Chat Service topic is closed for us after a very short time and effort. Now, it is just a matter of our support team to satisfy our customers and they [have] the best tool to do it."

Alperen Atmaca
Project Manager, ATR Touristik

"Quick support is a must in today's modern age. Since switching to HelpCrunch, we've noticed a much higher conversion rate and happier customers."

Emil
Chief Executive Officer, Ambassador Watches

RISING STAR

helponclick™

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Kindred Healthcare

Concordia University Wisconsin

intuit

Trampoline USA – The Trampoline Leader

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ABOUT HELPONCLICK

HelpOnClick is a Live Chat software and Help Desk software for your online customer support. A one-stop shop for all your sales and customer support needs, HelpOnClick's Live Chat is the headline product, used and loved by thousands of customers. HelpOnClick's Help Desk software is a new product that helps you track all communications with your customers. Their business is not only software, but also forward-looking management, creative marketing, high-end development and dedicated customer support. They build the company that you would love to work with.

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Customer references from happy HelpOnClick users

VIEW ALL REFERENCES

"HelpOnClick has been a great addition to our website and enhanced our sales force to deliver better results, ensuring we are always contactable via the simplest of routes. Affordable and simple to use, I've been really impressed with the service and will continue to use this."

Daniel Peacock
Director, Property Secrets

"Ever since installing HelpOnClick on our site, I have become confident that customers and potential customers will find the answers they are looking for, and not leave the site frustrated. From a customer's perspective, it is simple and easy to use! And that is important."

Michael Musto
Owner, American Internet Domains LLC

"We love this software. It has enabled us to allocate a half dozen employees to take care of our current and potential customers, without them having to call in or submit a ticket. This has really reduced the calls in to our office and I think the employees really do like it better than speaking with people on the phone. This service is instant, and I really think...

Dwayne Bond
Software Developer, National Driver Training

"So far, HelpOnClick is the only live chat software that I have found that meets all my business needs, including: ability to use on several websites but monitor from one system; social media tags; saving the history and contact information; saving common responses alerted by sound on incoming chat; leaving e-mail when operator not available, and much...

Michelle Beaudet-Smith
President, e-mend Software

RISING STAR

NETHELPDESK™

TRUSTED BY

Premia Solutions

Guardian Computer

rhm TELECOMMUNICATIONS

SIEMENS

SEPA Scottish Environment Protection Agency

ABOUT NETHELPDESK

NetHelpDesk is a leading help desk software, designed for MSPs, Internal Departments and the Education sector. The NetHelpDesk product has been developed since 1994, meaning they have over 2 decades of experience in the industry. This long history allows them to offer software that competes with their competitors, but at a lower cost.

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Customer references from happy NetHelpDesk users

VIEW ALL REFERENCES

"We switched to NetHelpDesk, as the product gave us the freedom to create ticket forms how we wanted to use them. NHD also has a lot more functionality as standard, compared to the other brand we previously used, who wanted to charge us lots more money. We're very pleased with our choice."

Michael Kirwan
CommsByte

"NetHelpDesk's flexible approach has allowed us to seamlessly replace the existing system whilst maintaining service to our customers. The training and consultancy services provided allowed us to train all staff involved [and] identify and develop areas of improvement."

Andrew Hopkins
ICT Applications Team Manager, City of Cardiff Council

"From the outset, their team was extremely supportive as we made the transition from our old system to NetHelpDesk. Now we can accurately track our engineering support time, which has dramatically improved our billing levels! Our customers can finally follow their support calls online, and the customizable e-mail response function has vastly...

Bryan Corden
Operations Director, Deycom Computer Services

"Over the past few years NetHelpDesk has played a critical role in our service delivery concept. Its advanced feature set has allowed us to automate many business processes, and has helped us deliver an exceptional service to our customers. One of the key factors in our decision to choose NetHelpDesk was the responsiveness and helpfulness of the support...

Ingo Dettmar
IT Operations Manager, Siemens Thailand



Vision™ Helpdesk

TRUSTED BY

The Muthoot Group · GOJANE · Thomas Cook · ONCALL SOLUTIONS · TNM Software

ABOUT VISION HELPDESK

Vision Helpdesk is the only web-based helpdesk software that allows you to manage support for multiple companies at one place. With single front-end and each company having its own client portal, it is a true satellite helpdesk.

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Customer references from happy Vision Helpdesk users

VIEW ALL REFERENCES

"Affordable helpdesk solution with all the fruit of the big players. After piloting over 8 of the most reputable helpdesk providers, we settled with Vision Helpdesk. They provide all the functionality of the larger helpdesk providers at an affordable cost. Their company-based ("satellite") pricing structure for SaaS makes them far more competitive than...

Ryan Davis
Autoexpert Consulting Group Pty. Ltd

"Excellent Help Desk software with wonderful features. We used most of all opensource free help desks like Osticket, Trellis Desk, Hesk, etc. There are certain limitations of opensource ticketing system and those are not secure. Due to these reasons, we switched to Vision Helpdesk. It is excellent experience because Vision Helpdesk's product [has] nice...

Gitesh Trivedi
Dbametrix

"Perfect help desk for our business! [For a] long time we have been [looking to] switch from outlook and traditional ways to some modern help desk system; we found Vision Helpdesk [the] best fit for our business. It parses emails into tickets and allows our customers to reply from their email client just like they did before. Additionally, we have all...

Amy DeVore
Customer Service & Social Media Manager, GoJane

"We've been using Vision for over a year now. As a support services company, we pay extra attention to our ticket system - that's our primary tool. I've had experiences with all major commercial support systems in the past, shifting my choice from Kayako to Ubersmith and then finally to Vision Helpdesk. Besides tons of features and satellite help desk...

Nick Keefen
NK Support