

Help Desk Software BuyerView Report

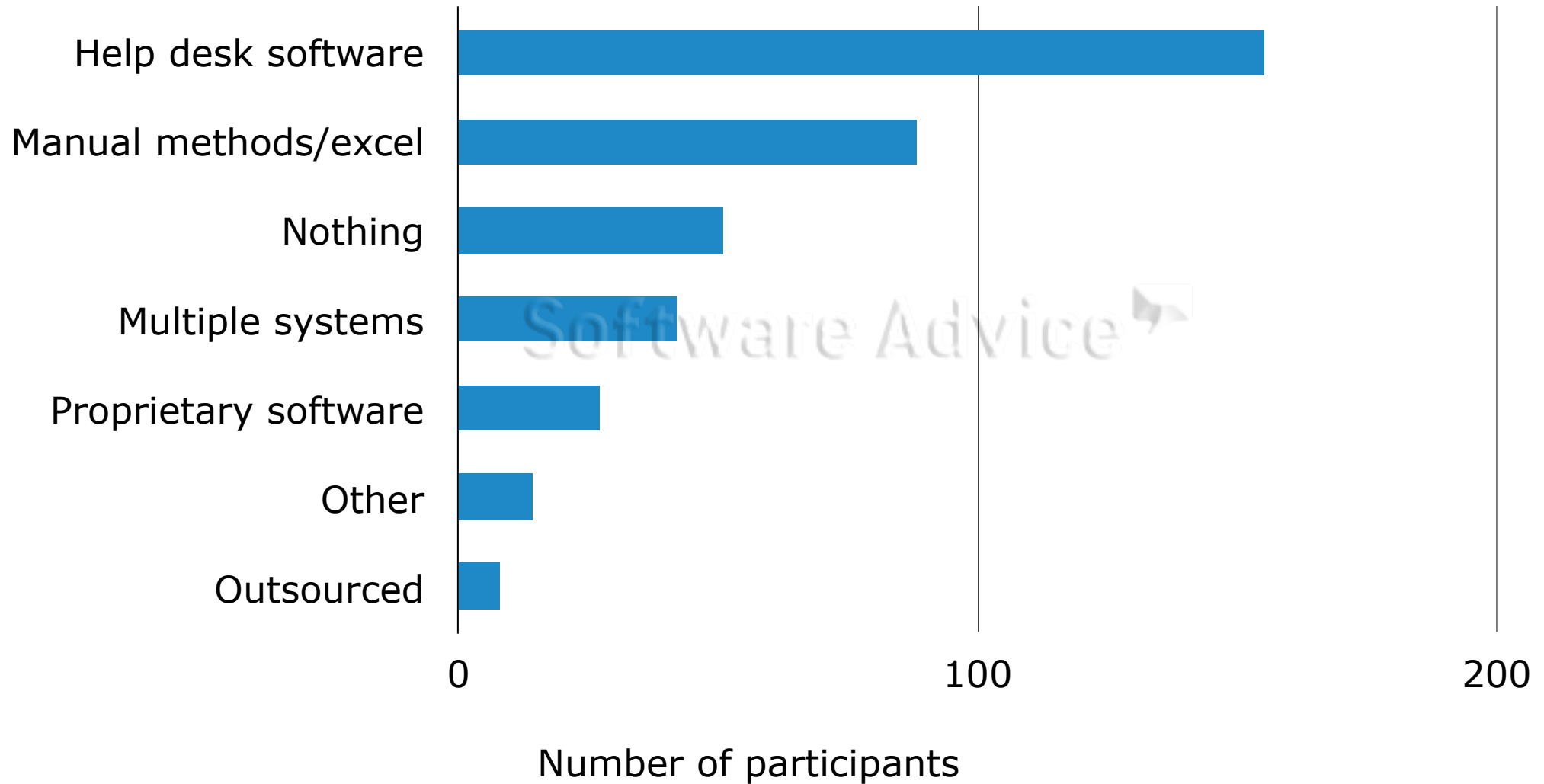
Insight into today's software buyer

Abstract

Software Advice helps organizations narrow down help desk software options to find a system that best meets their needs. As a result, we have matchless insight into these buyers' pain points with their current methods, as well as what they're looking for in a new software solution. We recently analyzed a sample of 385 of these interactions with potential help desk software buyers. This report outlines what we found.

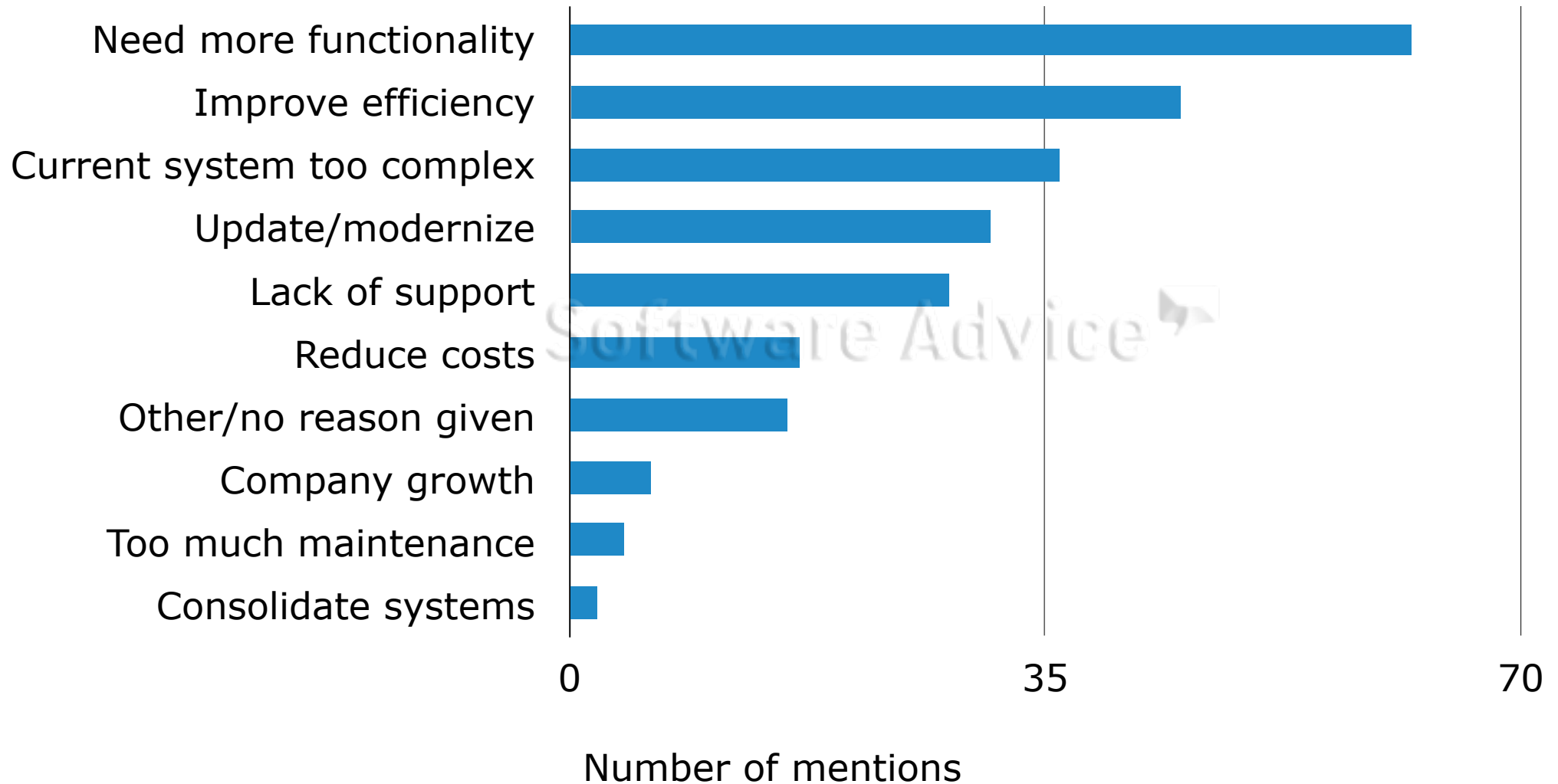
- Forty percent of buyers are replacing an existing help desk software system.
- Most buyers are replacing their system because they require more functionality.
- Buyers using manual methods want to improve their efficiency and accuracy.

Current Methods



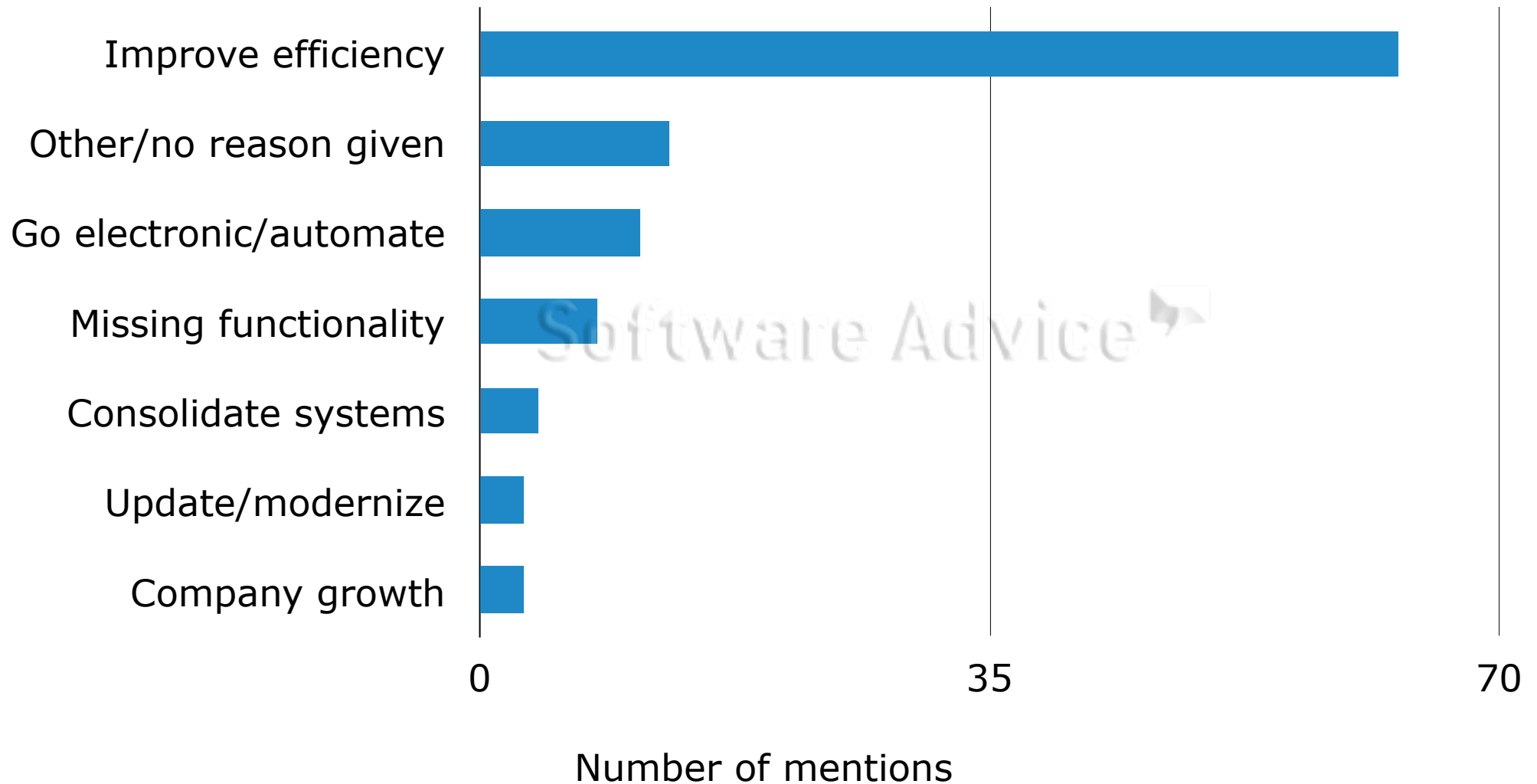
40 percent of help desk software buyers noted they were currently using some form of help desk software.

Reasons for Replacing Current Software



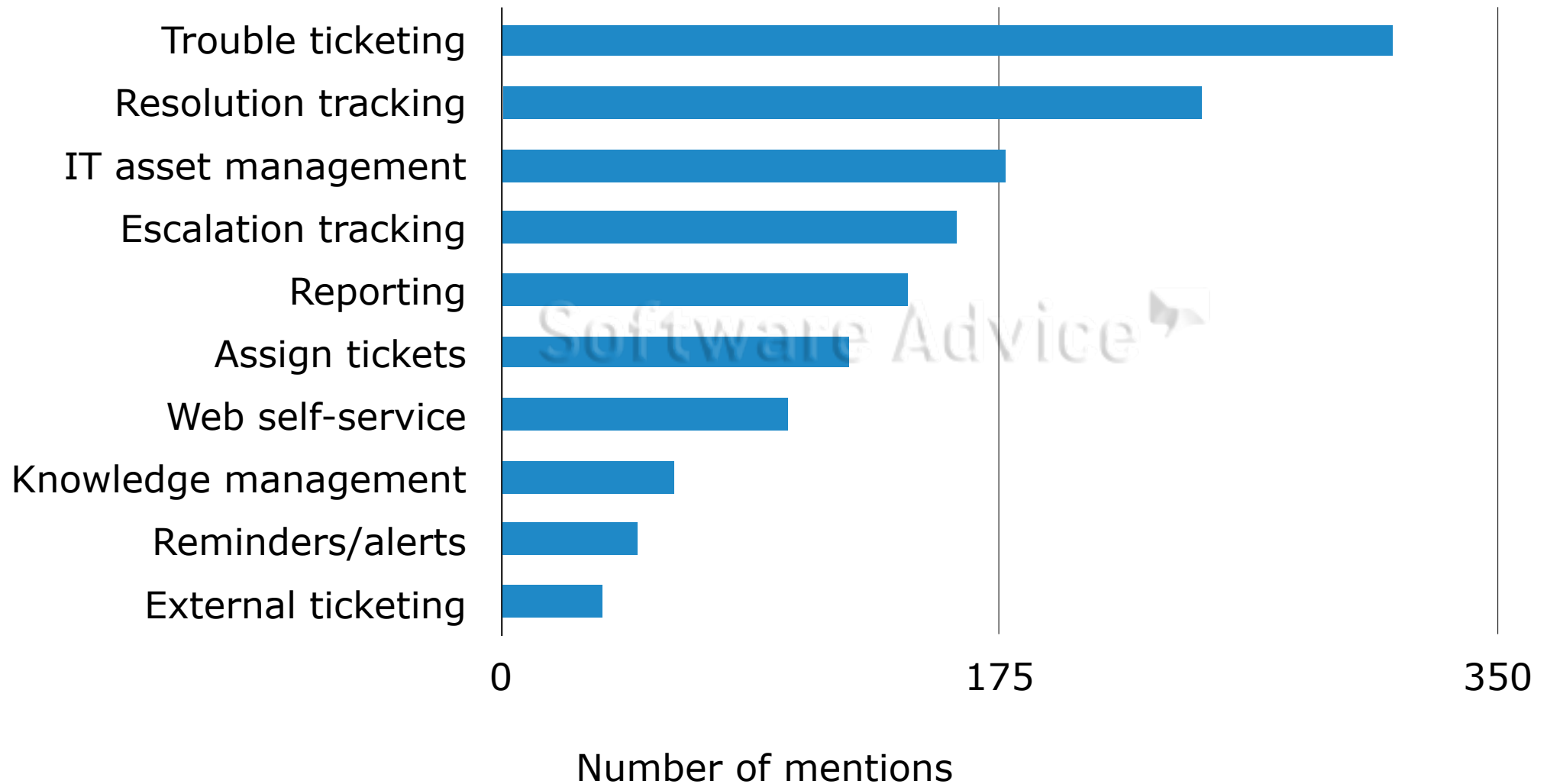
The most common reason current help desk software users gave for replacing their system was a need for more functionality.

Reasons for Replacing Manual Methods



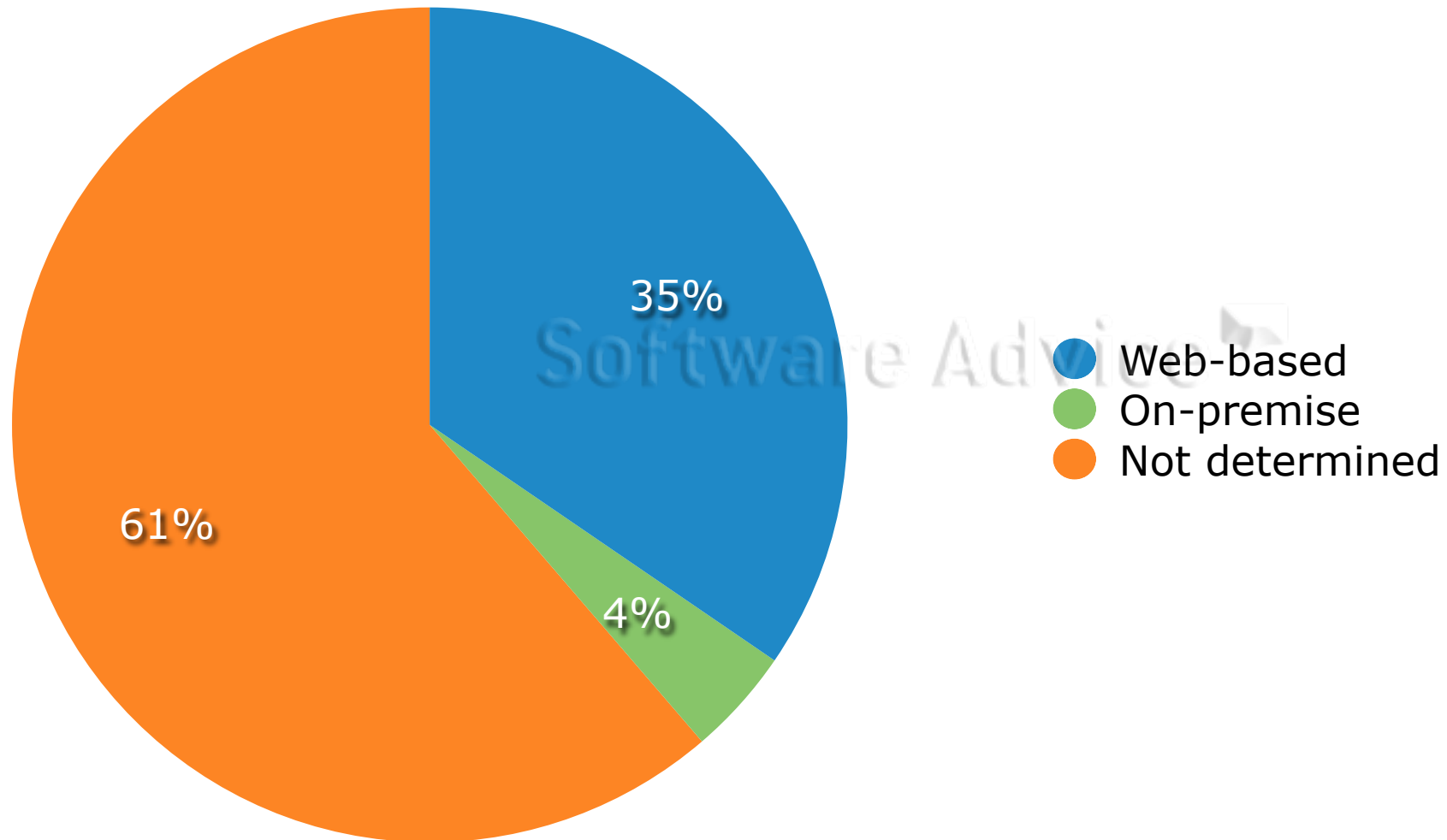
For buyers using manual methods to meet their help desk needs, the desire to improve efficiency was the primary motivation for purchasing software.

Features Most Commonly Requested



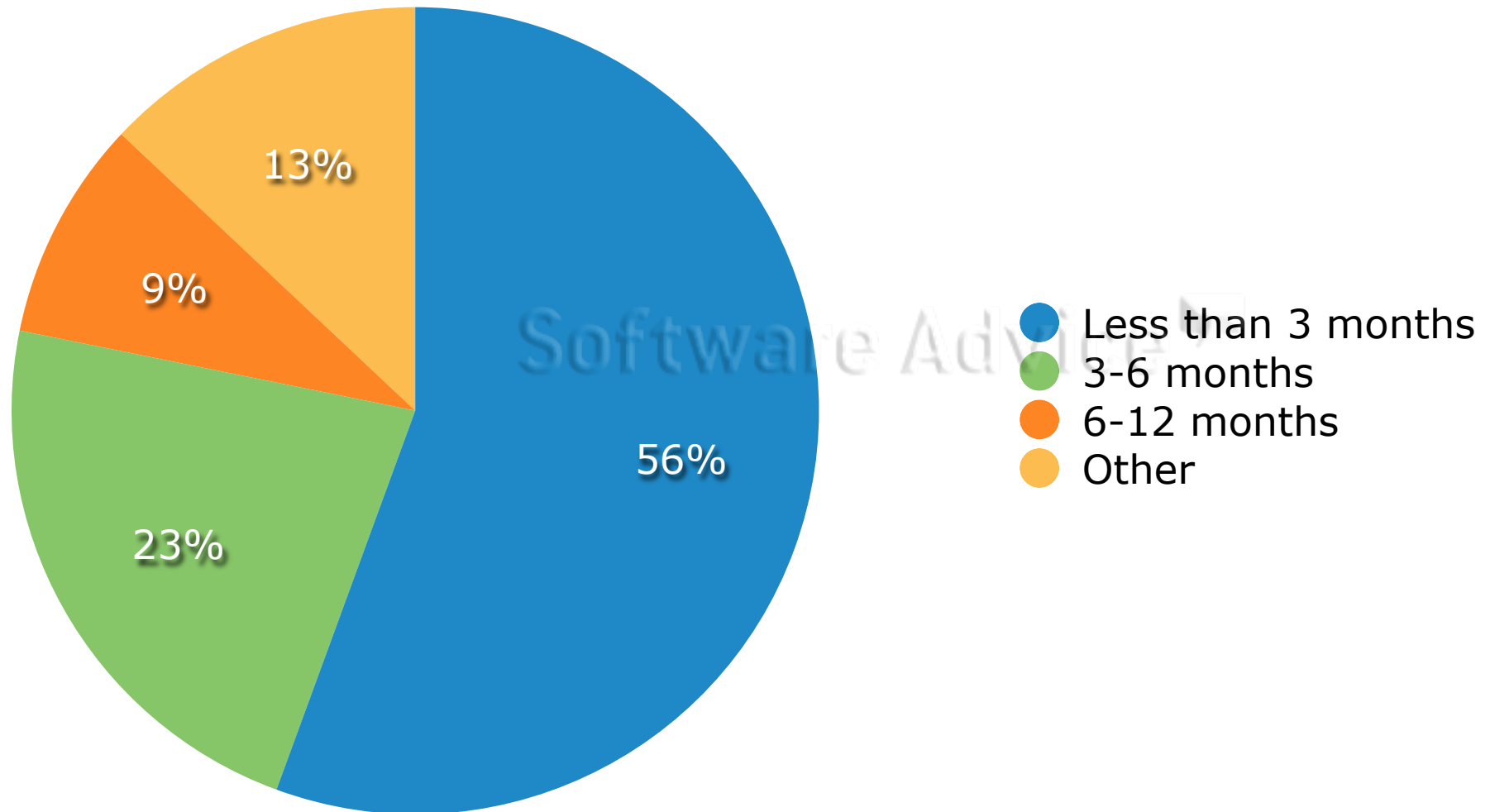
Perhaps unsurprisingly, the features most commonly requested by buyers were the abilities to create trouble tickets, and to track them from creation to resolution.

Help Desk Software Deployment Preferences



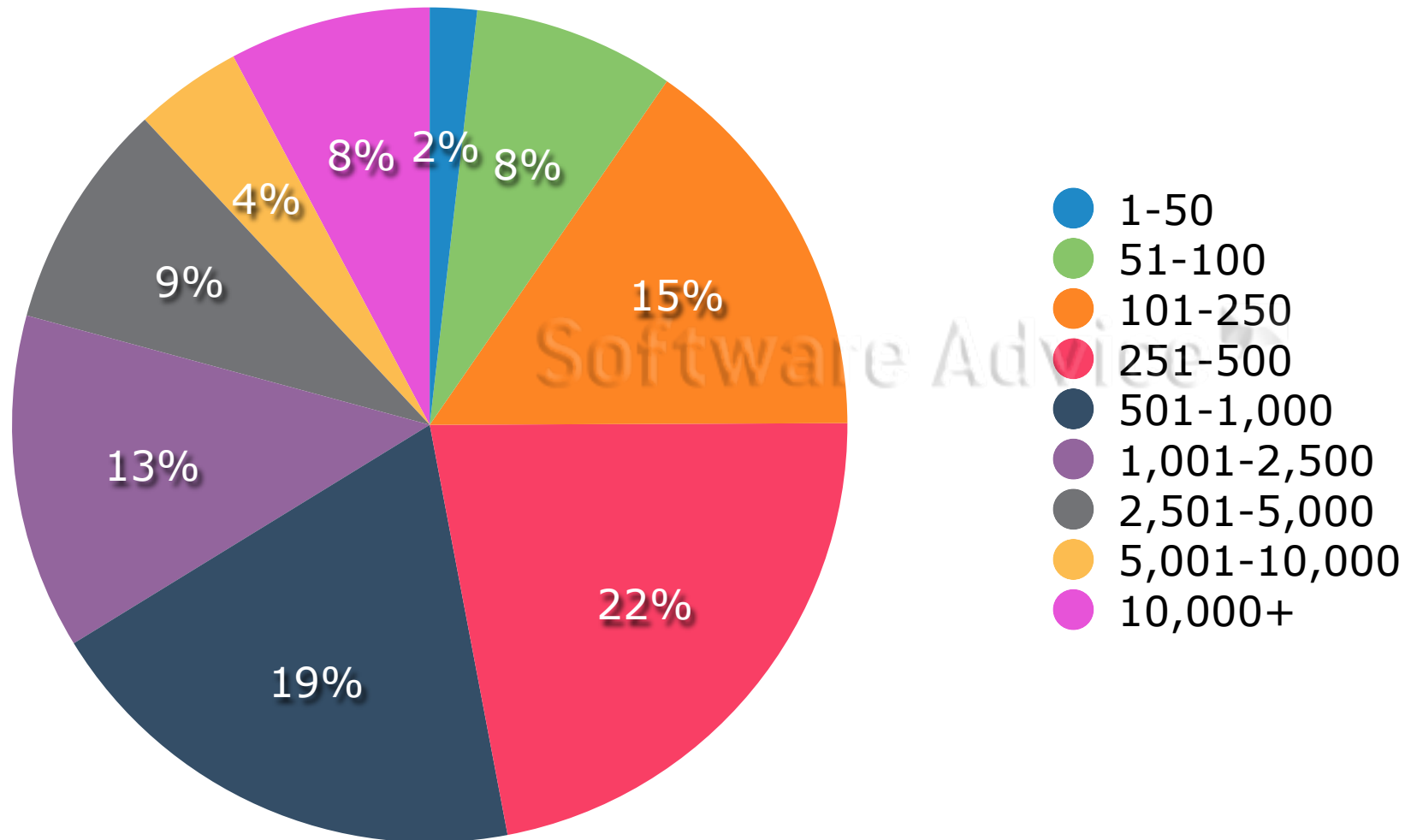
Of the buyers who expressed a preference for one deployment model over another, the majority preferred a Web-based system over an on-premise system.

Buyers' Timeframe for Help Desk Software Purchase



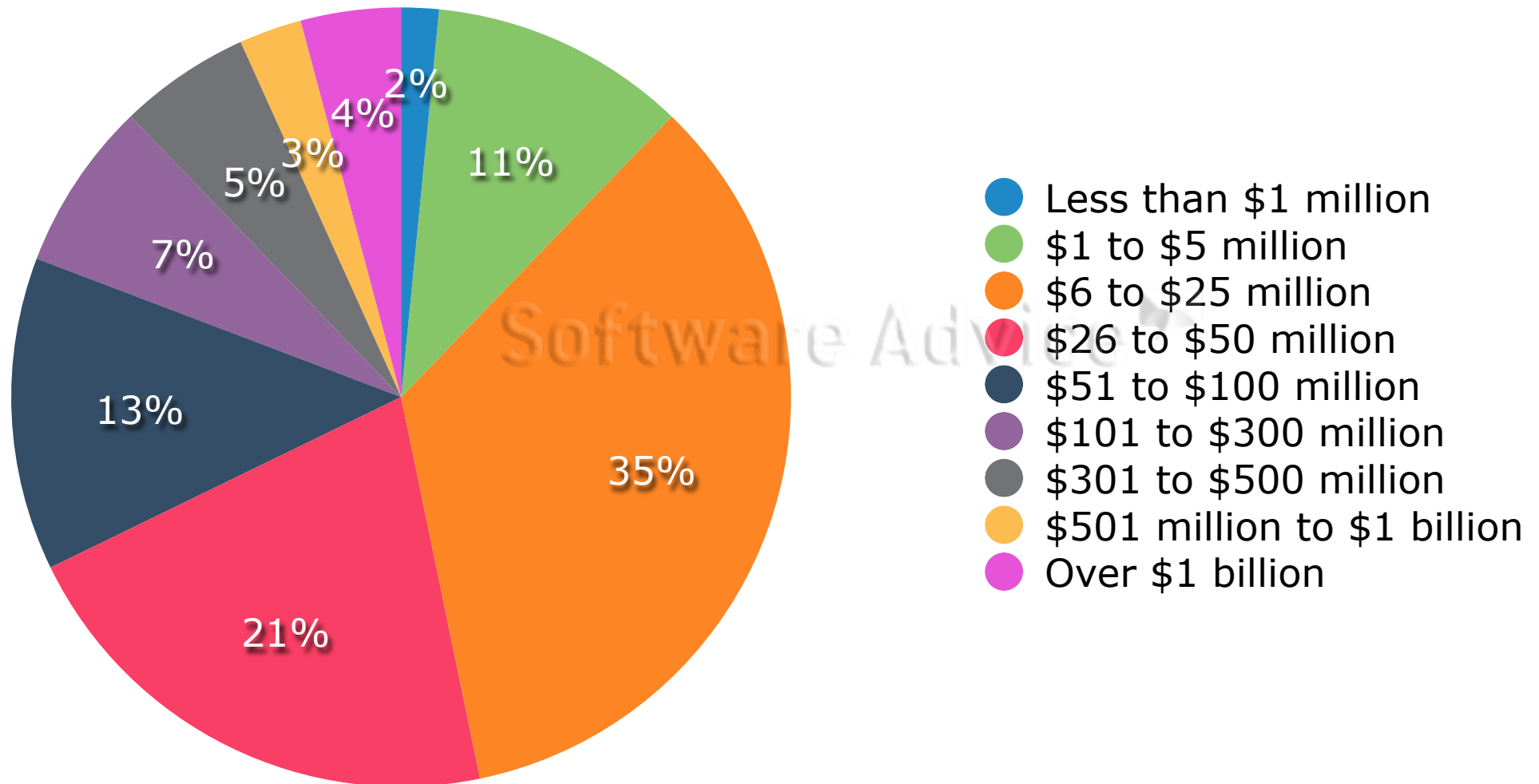
Over half of the buyers that came to us for assistance in choosing a help desk software system were looking to implement the software in three months or less.

Demographics: Buyer Size by Number of Employees



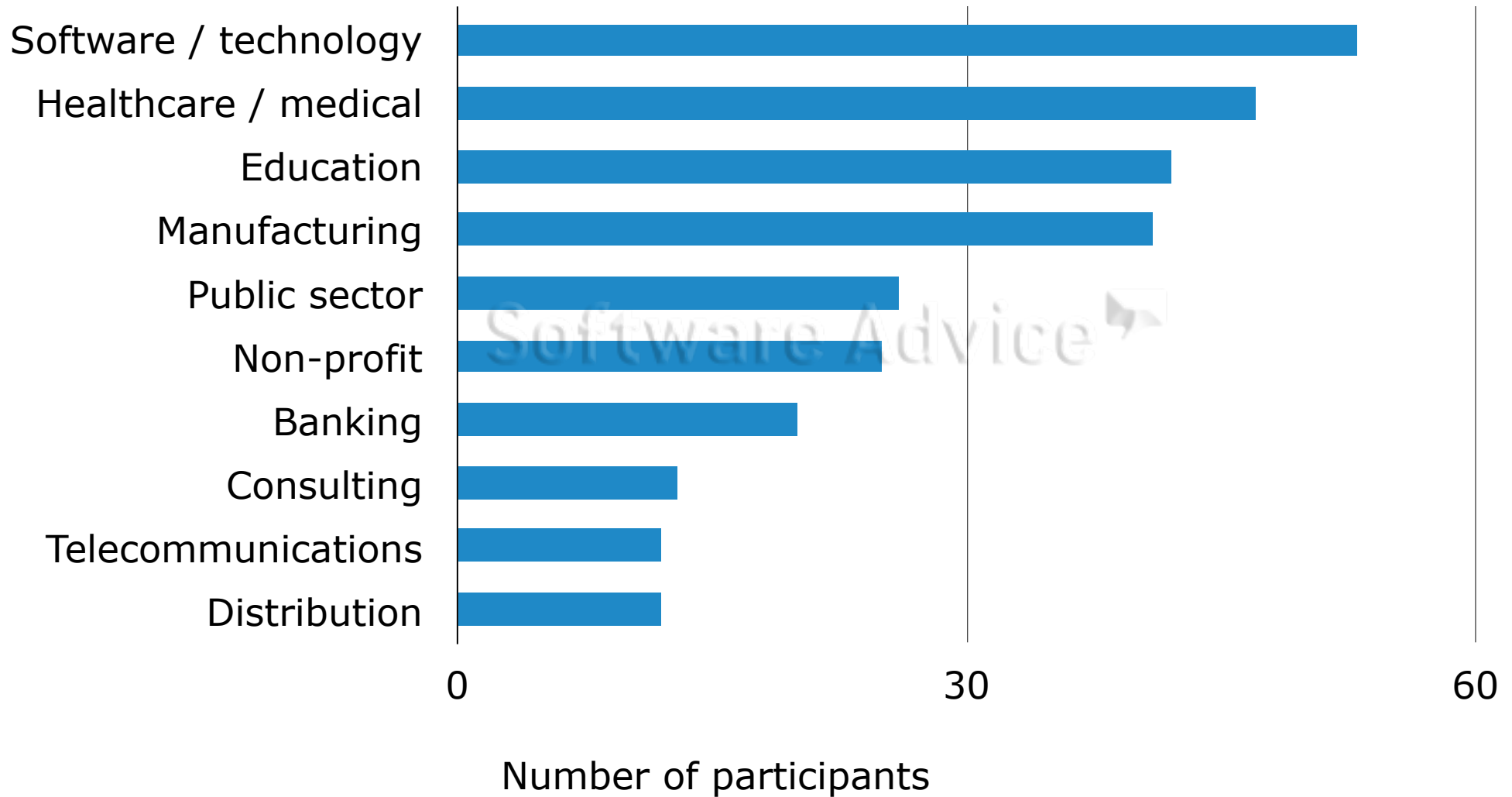
Our sample set comprised a wide range of business sizes. The largest segments of buyers were companies that fell within the range of 101-1,000 employees.

Demographics: Buyer Size by Annual Revenue



When companies are broken down by annual revenue, we see that companies with varied revenue streams are seeking to benefit from help desk software solutions.

Demographics: Buyers by Industry



We found that companies in the software and technology sector were most likely to be in need of help desk software.

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