

aws marketplace

SolarWinds Service Desk

Reviews, tips, and
advice from real users



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Product Recap



SolarWinds Service Desk

SolarWinds Service Desk Recap

Incident management consolidates, manages, and prioritizes incoming tickets.

Service catalog standardizes service request and fulfillment processes.

Fully integrated IT asset management compiles hardware, software, POs, and more.

Service portal for users to have a single place to submit tickets and requests.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “SolarWinds Service Desk is a recognized product across the world and a dependable product.”



Vaibhav Patkar

CISO at Orient Technologies Pvt. Ltd.

- ✓ “What I appreciate the most about the product is that, as per the name given, it brings better visibility to the client in terms of their infrastructure, application, and performance.”



Rajendra Karad

Team Leader at Orient Technologies Pvt. Ltd.

- ✓ “The solution is very stable.”



BENDER BENEDICT

L3 Technical Support Engineer at SV Gaming Limited

What users had to say about valuable features:

“SolarWinds Service Desk is a recognized product across the world and a dependable product. Kaseya is somewhat dated, and SolarWinds Service Desk has better connectivity in terms of superior integration facilities compared to Kaseya. Additionally, SolarWinds Service Desk offers multiple options within the same tool, including ITSM as well as NOC and network monitoring capabilities.

“SolarWinds Service Desk has much greater acceptability in the market and a wide range of implementations and integrations with various tools and applications. Life becomes simpler when choosing a standard product, whereas Kaseya may not be as highly regarded in the market. SolarWinds Service Desk may have some flaws, but work is being done to address them.

“SolarWinds Service Desk is an affordable product.

“SolarWinds Service Desk is suitable for all customers ranging from small to enterprise. There are some small customers, and the primary usage is within the company itself, and then as customers require it, access can be provided to them..”

Vaibhav Patkar

CISO at Orient Technologies Pvt. Ltd.

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“What I appreciate the most about the product is that, as per the name given, it brings better visibility to the client in terms of their infrastructure, application, and performance.

“SolarWinds Service Desk is a quite matured product now, making it one of the best options on the market.

“The incident management feature is aligned to the ITIL framework.

“The asset management feature is also a very thoughtful framework they have implemented. Right from onboarding an asset till scrapping it, the complete lifecycle is cleanly maintained within the system itself. All the approval chains, their logs, and even the contract information have been made very easy for the users to maintain.

“The knowledge base feature is an out-of-the-box knowledge base, and additionally, we can integrate our own DMS. Machine learning is something that they have been following, and we can integrate an external DMS with that, which helps in searching SOPs and even the global knowledge base over the internet, allowing it to be searched within the same single window itself.

“Change management in SolarWinds Service Desk is linked with the service catalog, and since it also has a service portal, a self-service portal for users, introducing a service catalog that's integrated with the change management actually completes the flow and makes life easier for IT administrators..”

Rajendra Karad

Team Leader at Orient Technologies Pvt. Ltd.

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Other Solutions Considered

“Before choosing SolarWinds Service Desk, my customers evaluated other options, as we had spent a lot of time with Kaseya Vorex. We were also exploring Datto, which is another company that they had acquired, but the response was very poor. For that reason, we then tried ServiceNow and Symphony, but we found that SolarWinds Service Desk is best suited to our business model as a managed service, which is why we moved ahead with that..”

Rajendra Karad

Team Leader at Orient Technologies Pvt. Ltd.

[Read full review](#) 

Use Case

“We use SolarWinds Service Desk to manage daily incidents and requests from users to the IT team. The users log their tickets using the solution and it is forwarded directly to the IT team or by email. .”

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L3 Technical Support Engineer at SV Gaming Limited

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“Instead of Traverse, we are now using SolarWinds Hybrid Cloud Observability, as we have replaced Kaseya Traverse with that. I recommend it to my customers.

“We are now dealing with SolarWinds Service Desk also, in addition to SolarWinds Hybrid Cloud Observability.

“Currently, in-house, we were using Kaseya Vorex, which is a professional service automation platform, and we had now planned to replace that with SolarWinds Service Desk, even in-house. For clients, we have already rolled out SolarWinds Service Desk, and we are also planning to migrate to it internally..”

Rajendra Karad

Team Leader at Orient Technologies Pvt. Ltd.

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“SolarWinds Service Desk is used for ITSM and network monitoring purposes.

“The major use cases being utilized are from Kaseya itself; the same use cases that were previously implemented are being replicated. New use cases are not being pursued at this point in time because the first priority is migration, and during this active migration period, the goal is to provide as-is service to customers. The focus is first on maintaining as-is service, and then exploitation and expansion will be explored.

“SolarWinds Service Desk has service request management capabilities; previously, Kaseya was used for this function, and the switch has now been made to SolarWinds Service Desk.

“Currently, there are discussions taking place with some customers regarding asset management capabilities in SolarWinds Service Desk, and work is being done on this feature as it will definitely be utilized..”

Vaibhav Patkar

CISO at Orient Technologies Pvt. Ltd.

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The transition has just been completed, and many other things are being checked regarding the reporting and analytics part compared to Kaseya. An analysis of individual features of Kaseya versus SolarWinds Service Desk has not yet been completed..”

Vaibhav Patkar

CISO at Orient Technologies Pvt. Ltd.

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“The initial setup of SolarWinds Service Desk is very easy, as it is not complex, and a major part of the things are already in place, so it doesn't take much time to set up and get onboard..”

Rajendra Karad

Team Leader at Orient Technologies Pvt. Ltd.


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Customer Service and Support

“I have not experienced the technical support by SolarWinds yet because we have our own team already built for maintaining, managing, and supporting these kinds of products..”

Rajendra Karad

Team Leader at Orient Technologies Pvt. Ltd.

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“A different team interacts with technical support from SolarWinds, and they handle the support interactions. Tickets can be raised with SolarWinds Service Desk support, and they are able to provide assistance. The specific data regarding support interactions is not available at this moment because it was not checked with team members..”

Vaibhav Patkar

CISO at Orient Technologies Pvt. Ltd.

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Other Advice


“I give the solution a nine out of ten.

We do not have plans to continue using the solution in the future. Once our current deployment of Jira Service management is complete, we intend to migrate all our users and agents to Jira Service Management.

There are some features that we might need in a Service Desk tool that SolarWinds does not have, but it's very robust. The solution has asset management and quite a number of features that we can implement, but we need to understand our core requirements, before deploying SolarWinds Service Desk because it does have some shortcomings..”

BENDER BENEDICT

L3 Technical Support Engineer at SV Gaming Limited

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“I think the pricing of SolarWinds Hybrid Cloud [Observability](#) is now comparative and suited to our business model, which is the reason we have moved to that.

“It has actually helped my customers' technicians to improvise upon their efficiency, and since it has an out-of-the-box knowledge base as well, that has helped a lot in managing and resolving service requests and incidents.

“In leveraging the analytics and reporting capabilities, I find that it is excellent, as we have experienced. By default, they provide the widgets with all the major KPIs that are required to look at the service experience.

“On a scale of one to ten, I rate SolarWinds Service Desk a nine..”

Rajendra Karad

Team Leader at Orient Technologies Pvt. Ltd.

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