

Streamlining a Support System for a Growing IT Company



Introduction

Andrie Van Zyl founded [IT Tech Expert](#) in 2007 to offer professional networking services to the people and small businesses of his community in Cape Town, South Africa. His company has grown to serve over 200 customers, providing hosting, networking, internet, and hardware services. With this growth came an increasing volume of client queries and a need for help desk software to manage the company's support operations.

Challenges and objectives

Andrie started off using the well-known Freshdesk platform. However, for all its growth, IT Tech Expert is still a small company, and cost soon became an issue. So, he searched online for something less expensive but with all the features he needed in a ticketing platform.

Solution

In his search, Andrie found BoldDesk®, an affordable alternative that still offered the features he'd come to appreciate in Freshdesk. After implementing BoldDesk to manage customer IT requests, he and his team were pleased with the outcome.

"It's a great tool that's affordable, especially for smaller teams," he said. "It comes with all the basic features and more."

They were especially glad that the platform came with reporting features, filters, ticket notes, and an easy-to-use interface.



Result

IT Tech Expert is now able to manage customer requests much better, and communication within the team about tickets is much improved.

“It has helped us a lot in keeping track of all work that needs to be done and has given us a record to refer back to if needed,” said Andrie.

Conclusion

If your small business is starting to lose track of customer requests due to growing demand, BoldDesk is the solution you’ve been looking for. Turn emails into tickets, analyze support metrics, and automate repetitive tasks to turn your support services into a support system.

Sign up for a [free trial](#) of BoldDesk to see what it can do for you. Startups can implement [BoldDesk for free](#) for the first year if they qualify, to help them build momentum. For details on plans, check out our [pricing page](#).

