



# Vision Helpdesk

## Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Student (Transporta un Sakaru Instituts) at a transportation company with 501-1,000 employees

**it\_user382428**

### **HOW HAS IT HELPED MY ORGANIZATION?**

It helped to manage all incoming e-mails, tickets from our clients. It's multi language. And it's very cheap, which is important for small organisations.

### **WHAT NEEDS IMPROVEMENT?**

I think I'd like to see a more user-friendly interface in the user-ticket view. It would also be nice to be able to have customized printing (invoices and ticket-prints) and a fully customizable.

### **WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?**

I needed to configure my hosting, VH support helped me with it.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

I've had no issues with stability.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

It's scaled for us.

### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Customer Service: Vision Helpdesk offer one of best service i've seen. Friendly, helpful, contacted via Skype and they resolved all problems Technical Support: Five stars. Definitely.

### **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

Yes, we tried to use osTicket. It's free, but it is was too difficult, have many settings, non-responsive design, and no possibilities for simple translate. Contacting with support didn't helped me, they gave me much water, but no answer on my question

**HOW WAS THE INITIAL SETUP?**

Setup was simple, but it seems need to configure hosting.

**WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

Vision Helpdesk has very small price, but have much functions. Comparing with others (Z., F.), their price is 3-5x higher for similar functionality

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

We are interested in multi-company solution, when our company will grow. It was interesting experience.

**WHAT OTHER ADVICE DO I HAVE?**

The only comment i may leave - just try. It`s simple. It`s good-looking. It`s cheap. It`s what i needed :)

Learn more: [Read 0 reviews of Vision Helpdesk](#)