

# OneDesk

## Customer Case Study



Rocket Industrial is a national distributor of packaging supplies, software and equipment. Their service and repair technicians cover hundreds of machines. Rocket Industrial develops custom designed equipment, sustainable options, and automation solutions. Rocket Industrial has been growing rapidly, and has acquired multiple companies over the last year.

## Challenge

It can be challenging to find one unified platform that can handle Project Management and Help Desk software. “We needed to find a cost-effective solution that could be used by every employee to handle everything from tickets, to tasks, and projects,” said John Troemel, Manager of Information Technology at Rocket Industrial. One of the biggest challenges that Rocket Industrial faced was finding a unified platform that wasn’t only targeted at developers; “it needed to be simple to use without a lengthy onboarding process.”

In addition to finding a cost-effective and simple-to-use platform, Rocket Industrial had one more challenge to address; “We needed a platform that would work seamlessly across all of our departments. From IT, Facilities Management, Service Department, Marketing, Accounting, and Quality Control.”

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## Solution & Results

In order to meet all of their challenges and goals, Rocket Industrial selected OneDesk as their unified Help Desk & Project Management software solution. What starts as a ticket can end up turning into a task or project, which all happens easily within the OneDesk application. John Troemel attests that with the numerous departments at Rocket Industrial, “tickets can be moved to any other department, and be assigned to the correct employee.”

Thanks to workflow automation within OneDesk, forms can have required fields and have the ability to be automatically assigned and routed to the correct department at Rocket Industrial.

Since implementing OneDesk Software, Rocket Industrial has seen an increase in productivity. “80% of tickets that used to enter QA were garbage. OneDesk’s Customer Portal increases efficiency; auto-categorization reduces the need to groom incoming tickets. OneDesk is truly one desk. No other product provides a system where you tie each department together and you’re done.”

When Rocket Industrial has needed assistance from the OneDesk support team, John stated, “OneDesk is one of the best companies to work with”.

## Next Steps

Rocket Industrial continues to Package with Less™ and work towards their million pound promise of removing 1,000,000 lbs of packaging material from the waste stream annually. OneDesk is “preparing us for the future,” says John, “so external customers can access the customer portal (alongside current internal customers) so they can access tickets and tasks as well.”

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## OneDesk Software Inc.

Rocket Industrial uses OneDesk as a unified Help Desk & Project Management software application across all departments.

OneDesk includes customer-facing applications: real-time chat, customizable webforms, and a customer portal. These integrated applications allow you to serve your customers while conveniently working on your projects in one platform.

### Powerful Help Desk & Ticketing

- Capture tickets by email
- Integrated chat and collaboration
- Capture project & service requests
- Customer portal & knowledge base
- Flexible, customizable, workflows
- Service Level Agreements

### Versatile Project Management

- Views for traditional & agile project management
- Discussions & notifications on tasks & issues
- Reporting and exporting
- Gantt charts, scheduling, and assignments
- Time-tracking with timesheets & task timers
- Integrations for other applications you already use

