Helpdesk 365



# Mepal streamlines service desk operations with Helpdesk 365

Mepal is a Netherlands-based company known for designing and manufacturing practical and sustainable plastic products for everyday use. With multiple internal support requirements, the organization needed a structured way to manage service requests, improve visibility, and streamline support operations.

To enhance its internal support processes, Mepal implemented Helpdesk 365 within its Microsoft 365 environment.

Helpdesk 365 provides Mepal with a centralized service desk solution for logging, categorizing, assigning, and resolving support requests. With features such as Microsoft Forms integration, service categorization, configurable views, knowledge base capabilities, and ticket-based communication, the solution helps improve the overall support experience.

MEPAL

**Customer:** Mepal

**Website:** https://www.mepal.com/

**Customer size:** 51-200 employees

**Country:** Netherlands

**Industry:** Manufacturing & Consumer Products

**Services:** Consumer Goods

**Centralized Support Requests**

**Structured Ticket Management**

Helpdesk 365 provides a single platform to capture, categorize, assign, and manage support requests.

**Microsoft 365 Integration**

**Works Within Existing Environment**

Native integration with Microsoft 365 and SharePoint allowed Mepal to implement a service desk solution within its existing ecosystem.

**Knowledge-Based Support**

**Consistent Information Sharing**

The built-in knowledge base helps teams share information and provide consistent support responses.

## Challenges

Mepal needed a more structured approach to managing internal support requests. Without a centralized service desk process, tracking, categorizing, and prioritizing requests can become more difficult, reducing visibility into open issues.

The organization required a solution that could integrate with its existing Microsoft 365 environment while providing flexible ticket management capabilities, including request intake, categorization, communication, and knowledge sharing.

## Why Helpdesk 365 Was Selected

Mepal selected Helpdesk 365 because it provided the required service desk functionality while working natively within Microsoft 365 and SharePoint.

The solution supported key requirements including:

- Microsoft Forms integration for request intake
- Service and sub-service categorization
- Meeting scheduling from tickets
- Knowledge base functionality
- Configurable ticket views

These capabilities helped Mepal create a structured support process aligned with its existing environment.

## Implementation Experience

The Apps365 team supported Mepal throughout the setup and configuration process. The implementation included tailoring service categories, form integration, and user-specific views according to the organization's requirements.

When configuration questions or updates arose, the Apps365 team provided remote sessions and guidance to help ensure smooth adoption.

## Key Features in Use

Helpdesk 365 supports Mepal's service desk operations through:

- Microsoft Forms ticket creation
- Service and sub-service categorization
- Private notes for internal communication
- Configurable ticket views and columns
- Knowledge base with article suggestions
- Meeting scheduling from tickets

These features help the support team manage requests more efficiently and maintain better visibility throughout the ticket lifecycle.

## Solutions

Helpdesk 365 provides Mepal with a centralized platform for managing support requests from creation through resolution.

Requests are captured and categorized in one location, allowing support teams to track, prioritize, and respond more effectively. Configurable views help agents focus on relevant tickets, while the knowledge base supports consistent information sharing across the organization.

The continuous improvements and updates to Helpdesk 365 also help ensure the solution evolves alongside Mepal's changing requirements.

## Client Says

*"Helpdesk 365 has helped us capture and manage support requests in a structured way. The configurable views, knowledge base, and Microsoft 365 integration make it easier for our team to track and respond to requests efficiently."*

***— Willem Wierenga, Mepal***

## Support Experience

Mepal has had a positive experience with the Apps365 Support, Product, and Customer Success teams.

The Support team has helped investigate questions, provided remote assistance when needed, and delivered fixes through application updates. The Product team has been receptive to feedback and enhancement requests, while the Customer Success team has maintained regular communication and coordinated updates across teams.

## Recommendation

*"We would recommend Helpdesk 365 to organizations looking for a service desk solution within Microsoft 365. It provides a practical way to capture, organize, and manage support requests while being supported by teams that listen to customer feedback and continue improving the product."*

## Key Benefits to Mepal

- Centralized support request management within Microsoft 365.
- Improved visibility into ticket status and priorities.
- Flexible ticket categorization and configurable views.
- Better knowledge sharing through the built-in knowledge base.
- Ongoing support and product improvements from Apps365 teams.

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