

Is HelpCenter.io right for my company?

Before you sign up

Choosing the right support tools can feel overwhelming. Here's how to decide if [HelpCenter.io](#) is a good fit for your business.

☐ When [HelpCenter.io](#) is an excellent choice

- **You want a simple, dedicated knowledge-base tool.** You're looking to spin up a help centre quickly, not deploy a complex all-in-one support suite.
- **Your team is small or busy.** There's no need to hire developers; anyone can create articles, upload images and publish FAQs.
- **You value brand consistency.** You'd like your help centre to look and feel like part of your product, with your logo, colours and custom domain.
- **You need both public and private docs.** You serve customers externally and also want an internal knowledge base for your team.
- **You care about ownership.** You want a secure, hosted solution where you own your content and can export it at any time.

☐ When [HelpCenter.io](#) may not be what you need

- **You need a full-blown ticketing system.** We integrate nicely with existing support tools, but we're not a replacement for ticket management.

- **You're building a highly customised CMS.** If you require deep, bespoke workflows or heavy CMS features, a more general content management platform might serve you better.

Two common use cases

1. Customer self-service

Give your users a clean, searchable portal where they can find answers 24/7. [HelpCenter.io](#) handles hosting, SSL and SEO for you, so you can focus on writing great content. Many teams find that a well-organised help centre reduces incoming support tickets and improves customer satisfaction.

2. Internal knowledge sharing

Create a private or password-protected hub for onboarding guides, SOPs and company policies. You can invite team members with their own credentials or share a password with as many people as you like. Having a single source of truth makes onboarding faster and keeps everyone aligned.

Bottom line

If you're a growing company that wants to offer self-service support and internal documentation without the complexity of a full support suite, [HelpCenter.io](#) is likely a perfect fit. It excels at what it's designed to do: **help your users help themselves.**