

# Case Study: Global 500 Pharmaceuticals Company (Sweden) Uses DameWare for Remote Support



“I think DameWare is the best tool for remote assistance on the market. It is easy to use and provides all the tools you need in one affordable package.”

“I think DameWare is a very helpful tool, that gives you access to all the remote administration tools you need from a single user interface.”

“I would recommend DameWare to any organization looking for an affordable, easy-to-use remote support solution.”

## Challenges

- Uses DameWare remote support software to address the following IT requirements and challenges:
  - Support end-users and systems from a central location
  - Perform Windows administration tasks remotely
- Used no tool or solution before purchasing DameWare

## Use Case

- Uses the following DameWare products:
  - DameWare Remote Support
  - DameWare Mini Remote Control
- Deployed DameWare in the centralized mode.
- Has a team of 15 IT technicians using DameWare to support 200-300 remote computers.
- Purchased DameWare because of its:
  - Affordable price
  - Ease of deployment, configuration, and use
  - Superior remote control performance
- Key features of DameWare that helped meet their IT needs:
  - Remote Active Directory management
  - Built-in remote administration tools and system utilities for Windows server administration

## Results

- Benefits realized as a result of using DameWare:
  - Cost and time savings
  - Decreased time-to-resolution on trouble tickets
- Rates DameWare remote support and remote control software as 5 out of 5 stars.

### About DameWare

SolarWinds delivers powerful, affordable, and easy-to-use tools to simplify IT service management from help desk ticketing to desktop support. Lower time-to-resolution of service tickets and improve customer satisfaction.

#### Learn More:

[SolarWinds](#)

[DameWare](#)