

Case Study: DameWare Remote Support Benefits Desktop Support Team at Minnesota State Govt.



“DameWare is a remote support tool that any help desk or support technician should not be without.”

“DameWare is an easy-to-use, fast, very powerful tool.”

“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
 - Provide remote Active Directory Administration

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 1000 end-users.
- 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:
 - Increased ticket capacity and overall technician productivity
 - Improved end-user satisfaction
 - Saved money on end-user support
 - 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](#)