

# Case Study: DameWare Reduces Ticket Resolution Time for Arvato Services (USA)



“I would recommend DameWare to any organization looking for an affordable, easy-to-use remote support solution.”  
“DameWare makes your work pretty simple and efficient.”  
“DameWare will help you to minimize workload and improve efficiency.”

## Challenges

- Uses DameWare remote support software to address the following IT requirements and challenges:
  - Support end-users and systems from a central location
  - Provide remote Active Directory Administration
- Used remote control freeware before purchasing DameWare.

## Use Case

- Uses the following DameWare products:
  - DameWare Remote Support
  - DameWare Mini Remote Control
- Deployed DameWare in the centralized mode.
- Integrated DameWare with Web Help Desk for:
  - Initiating remote control session from the help desk
  - Importing remote session information into help desk tickets
- Has a team of 26 IT technicians using DameWare for IT administration and support.
- 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
  - 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](#)