

Case Study: Health Care Company (USA) Uses DameWare for Remote Support Over the Internet



“DameWare is a great tool for remoting into computers and working with users remotely.”

“DameWare provides terrific value for remote support at a terrific price.”

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 sessions to systems outside of the network firewall
 - Perform Windows administration tasks remotely
 - Provide remote Active Directory Administration
- Used Systems Management Server (SMS) for remote support before purchasing DameWare.

Use Case

- Uses the following DameWare products:
 - DameWare Remote Support
 - DameWare Mini Remote Control
- Deployed DameWare in the centralized mode to initiate secure over-the-Internet remote sessions.
- Has a team of 37 IT technicians using DameWare to support 2000 end-users.
- Purchased DameWare because of its:
 - Affordable price
 - Ease of deployment, configuration, and use
 - Superior remote control performance

Results

- Benefits realized as a result of using DameWare:
 - Increased ticket capacity and overall technician productivity
 - Decreased time-to-resolution on trouble tickets
 - Improved end-user satisfaction
 - Saved money on end-user support
 - Achieved time savings
- Rated 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](#)