

# Case Study: Financial Services Company (USA) Simplifies Desktop Support with DameWare



“I have used DameWare for years, and I think its a great 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:
  - Perform Windows administration tasks remotely
  - Provide remote Active Directory Administration
- Used home-grown tools and/or scripts for remote connections 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 help desk and desktop support technicians using DameWare to support 1500 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:
  - 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](#)