

Case Study: DameWare Delivers on its ROI for Medium Enterprise Retail Company (Canada)

“DameWare is a very value product that delivers on its ROI. Its easy to use, and the interface is very user friendly.”

“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 Microsoft RDP for initiating 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.
- 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
 - Improved end-user satisfaction
 - Saved money on end-user support
 - Achieved 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](#)