

# Case Study: Professional Services Company Uses DameWare to Improve Support Productivity



“DameWare increases productivity for desktop technicians.”

“I would recommend DameWare to any organization looking for an affordable, easy-to-use remote support solution.”

“Awesome remote tool allowing desktop teams to quickly resolve issues without having to physically go hands on with a system.”

## 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 support to systems outside the network firewall
  - Support end-users from anywhere via mobile device (iOS, Android)
  - Perform Windows administration tasks remotely
- Used hosted/cloud-based services before purchasing DameWare.

## Use Case

- Uses the following DameWare products:
  - DameWare Remote Support
  - DameWare Mini Remote Control
- Deployed DameWare in the centralized mode. Uses DameWare Mobile Gateway to initiate remote connection from mobile devices.
- Decided to buy DameWare because of its superior remote control performance.
- Uses DameWare to support 400 end-users and 150 servers.

## Results

- Benefits realized as a result of using DameWare:
  - Increased ticket capacity and overall technician productivity
  - Increased end-user satisfaction
  - Improved time savings
  - Decreased time-to-resolution on trouble tickets
- Rates DameWare remote support and remote control software as 4.5 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](#)