

## Case Study: GFI Group Inc. (USA) Centralizes End-User Support with DameWare



“For what we do here, DameWare is the perfect tool.”

“DameWare is a strong product. It is simple to use and comes with competitive pricing.”

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

### Challenges

- Uses DameWare remote control software to address the following IT requirement and challenge:
  - Support end-users and systems from a central location
- Used freeware to initiate remote sessions before purchasing DameWare.

### Use Case

- Uses **DameWare Mini Remote Control**.
- Provides remote support to over 600 end-users with DameWare.
- 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
  - Achieved time savings
  - Saved money on end-user support
- Rates DameWare 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](#)