

# Case Study: Miami-Dade County Public Schools (USA) Replaces pcAnywhere with DameWare



“DameWare is easy to install and operate. Enables quick turnaround in problem solving.”

“DameWare is a vital tool. We use it every day.”

“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 requirements and challenges:
  - Support end-users and systems from a central location
  - Provide remote Active Directory administration
- Used Symantec pcAnywhere before purchasing DameWare.

## Use Case

- Uses **DameWare Mini Remote Control**.
- Deployed DameWare in the centralized mode.
- Has about 35 IT technicians using DameWare to support 362 school cafeteria computers.
- 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
  - Cost and time savings
- Rates DameWare remote control software as 4.5 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](#)