solarwinds

Case Study: Arkansas Department of Correction Uses DameWare to Support 3200 End-Users

> "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
    - Perform Windows administration tasks remotely
- Used home-grown tools and/or scripts before purchasing DameWare.

Use Case

- Uses **DameWare Mini Remote Control**
- Purchased DameWare because of its:
    - Affordable price
    - Ease of deployment, configuration, and use
    - Superior remote control performance
- Has a team of 12 IT technicians using DameWare to support 3200 end-users across the organization.

Results

- Benefits realized as a result of using DameWare:
    - Increased ticket capacity and overall technician productivity
    - Improved end-user satisfaction
    - Decreased time-to-resolution on trouble tickets
    - Cost and time savings
- Rates DameWare remote control software as 5 out of 5 stars.