

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.

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](#)