

# Case Study: Hankins & Anderson (USA) Enhances Remote Administration with DameWare



“I use Dameware every day and it makes my job much easier. It has so many features that allow me to do things remotely.”

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

“DameWare provides great value at a low cost.”

## 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 Active Directory Administration
  - Perform Windows administration tasks remotely
- Used freeware for remote support 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 to remotely support 170 end-users.
- Purchased DameWare because of its:
  - Affordable price
  - Ease of deployment, configuration, and use
  - Superior remote control performance
- Key features of DameWare that helped meet their IT needs:
  - Remote Active Directory management
  - Built-in remote administration tools and system utilities for Windows server administration

## Results

- Benefits realized as a result of using DameWare:
  - Improved time savings
  - Saved money on end-user support
  - Decreased time-to-resolution on trouble tickets
- Rates DameWare remote support and 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](#)