Case Study: Large Enterprise Health Care Company Supports 9000 Computers with DameWare

> "We use DameWare to remote into all PCs, laptops, and servers. We have about 9000 PCs and laptops on our domain. We tried a few different applications but did not find any that were better than DameWare."

Challenges

- Uses DameWare remote support software to address the following IT requirements and challenges:
    - Support end-users and systems from a central location
    - Perform Windows administration tasks remotely
    - Provide remote Active Directory Administration
- Used Microsoft NetMeeting and RDP before purchasing DameWare.

Use Case

- Uses the following DameWare products:
    - DameWare Remote Support
    - DameWare Mini Remote Control
- Deployed DameWare in the centralized mode.
- Provides support for 9000 PCs and laptops across the organization using DameWare.
- Integrated DameWare with Web Help Desk for:
    - Initiating remote control session from the help desk
    - Importing remote session information into help desk tickets
- 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

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

Results

- Benefits realized as a result of using DameWare:
    - Increased end-user satisfaction
    - Achieved cost and time savings
    - Decreased time-to-resolution on trouble tickets
- Rates DameWare remote support and remote control software as 5 out of 5 stars.