

# Case Study: Network Embedded Technologies Gains From DameWare & Web Help Desk Integration



“DameWare is very ease to use, and delivers good value for money.”

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

## 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 support to systems outside the network firewall
  - Provide remote Active Directory administration

## Use Case

- Uses the following DameWare products:
  - DameWare Remote Support
  - DameWare Mini Remote Control
- Deployed DameWare in the centralized mode.
- Has 10 IT technicians using DameWare to support users and systems in 54 branches.
- Integrated DameWare with Web Help Desk for:
  - Initiating remote control session from the help desk
  - Importing remote session information into help desk tickets
- Purchased DameWare because of its ease of deployment, configuration, and use.
- Key features of DameWare that helped meet their IT needs:
  - Built-in remote administration tools and system utilities for Windows server administration
  - Remote Active Directory management

## Results

- Benefits realized as a result of using DameWare:
  - Increased ticket capacity and overall technician productivity
  - Improved end-user satisfaction
  - Achieved time savings
  - Saved money on end-user support

### 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](#)