

Case Study: Information Security Team at Hospitality Firm Uses DameWare for Remote Support



“DameWare is one of the easiest to use remote administration tools around.”

“DameWare is a very useful product. It is easy to use and navigate. Frequent updates bring additional useful features.”

“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
- Used remote control freeware before purchasing DameWare.

Use Case

- Uses the following DameWare products:
 - DameWare Remote Support
 - DameWare Mini Remote Control
- Deployed DameWare in the centralized mode to initiate secure remote session with end-users situated outside the network firewall.
- 80 technicians from Information Security team use DameWare to support 1800 remote locations.
- Purchased DameWare because of its:
 - Ease of use
 - Superior remote control performance

Results

- Benefits realized as a result of using DameWare:
 - Decreased time-to-resolution on trouble tickets
 - Achieved cost and time savings
- Rates DameWare remote support and remote control software 4.5 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](#)