

IT Systems Professional Uses DameWare™ Mini Remote Control to Provide Instant Troubleshooting to Users at School Campuses Across Counties

Northeastern Regional Information Center (NERIC) provides services to more than 140 school districts in a geographic service area that covers 12 counties. NERIC's services apply to multiple facets of district operation such as instruction, student information, finances, human resources, security, and test reporting. NERIC also deploys dozens of trained and certified technical experts throughout the region that design, install, support, and manage hundreds of school districts' wide area and local area networks.

IT Management Challenge

Supporting remote users is a regular requirement for today's IT departments. It is no different for K-12 school IT departments, which typically support large campuses with multiple buildings and even multiple sites.

Rick Gangwer, network and systems technician for two school districts in upstate New York, isn't able to transport himself to the desk of every user in the school district that needs assistance.

"Technology is used in every period, every day," Gangwer says. "It's used for taking attendance, giving presentations - just everything."

Solution

Gangwer discovered **DameWare Mini Remote Control** in 2004 when a colleague recommended it. The product's simplicity was its primary selling point.

"The beauty of MRC is that you can just connect to the remote machine and it will install the service it needs to connect," Gangwer said. "There's really no configuration needed."

CLIENT STATISTICS

Two rural school districts

In one district, one tech supports 75 staff and faculty users, in the other, three techs support 225 staff and faculty users

"The return on investment is massive."

With Microsoft® Remote Desktop Protocol (RDP), another tool Gangwer has used, the protocol had to be enabled on the remote machine, and sometimes that option was not available to the end user.

DameWare MRC offered simple usability.

"Because there is so little configuration needed, you can start using MRC right away. It is also very easy to add someone by IP or computer name," Gangwer said. "The first time I used it, it was clear how to use it."

Results

Typically, Gangwer uses DameWare MRC in user troubleshooting and support scenarios. From showing users how to do things on their machines to configuring software or ridding a machine from spyware, DameWare MRC is a jack-of-all-trades.

When a user calls Gangwer from one school district that needs support and he is in the other district, he can instantly log on to DameWare MRC and help the end user – just as if he were standing at the user's desk.

"I used to think it was really important to visit all your end users at their desks, but we don't have that luxury any more. Now I don't need to get up and walk 10 or 15 minutes round trip to do a three-minute fix. It doesn't sound like a lot, but if you add it up over 15 calls, it's a lot of wasted time."

Gangwer is also the sole network and systems tech for one of the two districts he supports.

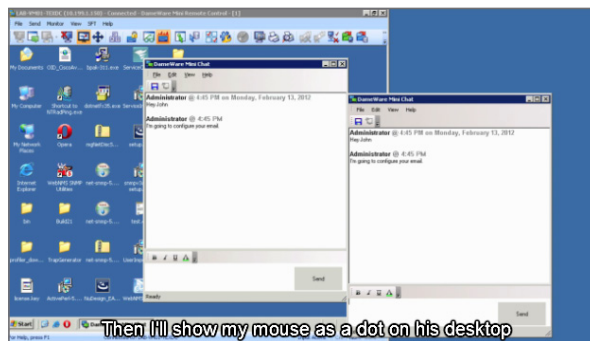
"DameWare MRC saves me the 12-mile drive between districts at least once a week," he explained.

Favorite features of Gangwer's include the simple file transfer and chat. With the new chat feature, there's no need to type back and forth or to call the end user on the phone.

Overall, however, what Gangwer said he likes best about DameWare MRC is the generous return on investment.

"MRC is inexpensive. Ninety-nine dollars is less than what you'd pay for a service call for an emergency," he said. "The return on investment is massive."

Gangwer said that DameWare MRC's price fits in the school boards' ever-shrinking budgets, and he has often recommended it to colleagues. "Many of them are using it now," he said.



DameWare Mini Remote Control is loaded with features to remotely control servers, Windows machines, and troubleshoot user problems.

IT Management Inspired by You.

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