

REMOTE IT MANAGEMENT SOFTWARE GIVES NEW INDEPENDENCE TO IT PRO

Motor Neuron Disease (MND) or Lou Gehrig's disease (ALS), a progressive neurological disorder that affects muscle function, took hold of Steve Evans' life about eight years ago. Since being diagnosed with MND, Steve has had to leave his job as Sales Director of a UK IT company and has lost the ability to move and speak, but not the ability to function on his own.

Steve retains his sense of sight, hearing, taste, smell and touch, as well as his sharp intellect, memory and love for technology. He constantly strives to maintain as much independence as possible by controlling his surroundings using eye-tracking technology and helping his wife and 14-year-old triplet boys with their IT needs. He uses [SolarWinds® DameWare® Remote Support](#) as his preferred remote IT management software solution from his experience supporting past clients.

Challenge

Rather than accept his situation, Steve has displayed a single-minded and tenacious approach in planning to retain as much control of his life as possible.

Unable to move unaided, he sought ways to switch his television on and off or change channels; listen to music of his choice; and raise or lower his bed. In particular, he discovered ways to use a computer that would give him a link to the world outside of his bedroom and continue to challenge his mind.

It was also important for Steve to still feel like he could contribute to the family. He helps his sons keep their computers up-to-date, tries to solve any problems that prevents them from surfing the Internet in order to do their school work or to play their favourite video games.

Solution

Assisted by his friends, Steve set up Eyegaze eye-tracking technology, which allows people with disabilities to use their eyes to speak, write, and operate a computer. Once connected, he had DameWare Remote Support deployed, so that he could remotely control and easily access all five computers in his home to ensure that they were running smoothly.

"When I used DameWare Remote Support in business, I preferred it to products like TeamViewer or GoToAssist because DameWare requires no remote intervention and works without a remote computer logged in," said Steve. "From the simple installation instructions to the ability to connect directly, I now find it invaluable in helping me contribute to my family's life."



CASE STUDY

“ When I used DameWare Remote Support in business, I preferred it to products like TeamViewer or GoToAssist because DameWare requires no remote intervention, and works without a remote computer logged in. ”

Results

While DameWare Remote Support is designed to help improve remote IT management for businesses, Steve is utilising the software in a unique way to prevent MND from restricting his life. From uploading and updating software to monitoring his sons' computer activity, Steve's use of DameWare Remote Support allows him to continue to be his family's IT pro.

DameWare Remote Support's ease of use allows him to support end users (in this case, his family) without having to leave his bed, to complete Windows® administration tasks remotely, and troubleshoot problems using the built-in Mini Remote Control feature.

"I use DameWare Remote Support to connect to all the computers regularly to sort out problems, install or upgrade software and I use the direct connectivity component to monitor what [the kids] are doing and remotely lock their keyboard if necessary," said Steve.

Steve also uses DameWare to run applications on other computers that for various reasons cannot run on his Eyegaze system. This initiative has allowed him, along with a fellow MND sufferer, to design a system that will allow anyone in a similar situation to drive their electric wheelchair with just their eyes. Steve is already benefiting from the enormous increase in independence, and once their initiative is complete, many others will be able to benefit as well. You can see it in action [here](#).

“From the simple installation instructions to the ability to connect directly, I now find it invaluable in helping me contribute to my family's life.”

Support Motor Neuron Disease Awareness and Research

Resourceful and courageous, Steve made a [video](#) for the [MND Association's](#) Movement for Hope Project to show “that life is not over until the heart stops.”

Impressed and deeply moved by Steve's story, SolarWinds made a charitable donation to the Movement for Hope. If any of our readers would like to donate, they can do so at <http://www.movementforhope.org/>.

ABOUT SOLARWINDS

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to customers worldwide from Fortune 500 enterprises to small businesses. In all of our market areas, our approach is consistent. We focus exclusively on IT Pros and strive to eliminate the complexity that they have been forced to accept from traditional enterprise software vendors. SolarWinds delivers on this commitment with unexpected simplicity through products that are easy to find, buy, use and maintain while providing the power to address any IT management problem on any scale. Our solutions are rooted in our deep connection to our user base, which interacts in our online community, thwack, to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at www.solarwinds.com.

Europe, the Middle East, and Africa Headquarters | Unit 1101, Building 1000 | City Gate, Mahon | Cork, Ireland | P: +353.21.5002900

© 2015 SolarWinds, Inc. All rights reserved. SolarWinds®, the SolarWinds logo, and thwack® are among the trademarks or registered trademarks of the company in the United States and/or other countries. All other trademarks are property of their respective owners. CS-YYMM