

DameWare® Simplifies IT Troubleshooting at Manatee Diagnostic Center

Manatee Diagnostic Center provides a variety of radiology services in Manatee and DeSoto counties in Florida, USA. Accredited by the American College of Radiology, Manatee Diagnostic Center offers diagnostic services including MRI, X-ray, mammography, and ultrasound.

Client Statistics:

- 4 remote sites
- 80+ end-users to support
- 2 IT technicians

With over 80 end-users to support in 4 sites across Florida (10 to 50 miles away from one another), Manatee Diagnostic Center has two IT technicians on its IT team.

DameWare, A Better Choice than UltraVNC and TeamViewer

Neal Schafer, IT Director at Manatee Diagnostic Center, says he has been using [DameWare Mini Remote Control](#) in his organization for nearly 3 years—since the time he decided to switch from UltraVNC. Neal realized DameWare is a much more stable product than UltraVNC and offered more remote control functionality. So, without any question, it was a better choice for his IT team.

Before making his final decision to choose DameWare, Neal also evaluated TeamViewer. He found that for the essential remote desktop features that his organization needed, DameWare was definitely the better choice and much more affordable. With simpler installation and an easy-to-use interface, DameWare was the perfect fit for the healthcare service provider in terms of both features and price.

IT Administration Made Easier with DameWare

Neal and his team use DameWare Mini Remote Control all the time. They provide desktop support at least 15-20 times a day, and DameWare has significantly cut down the time it takes for service delivery. They use DameWare primarily for IT troubleshooting and software installation.

Talking of benefits of DameWare, Neal said, “It takes an hour each way to drive up and down to remote sites for IT support. DameWare has conclusively saved us from this tremendous loss of travel time and cost.”

Flexible and Customizable Remote Control Software

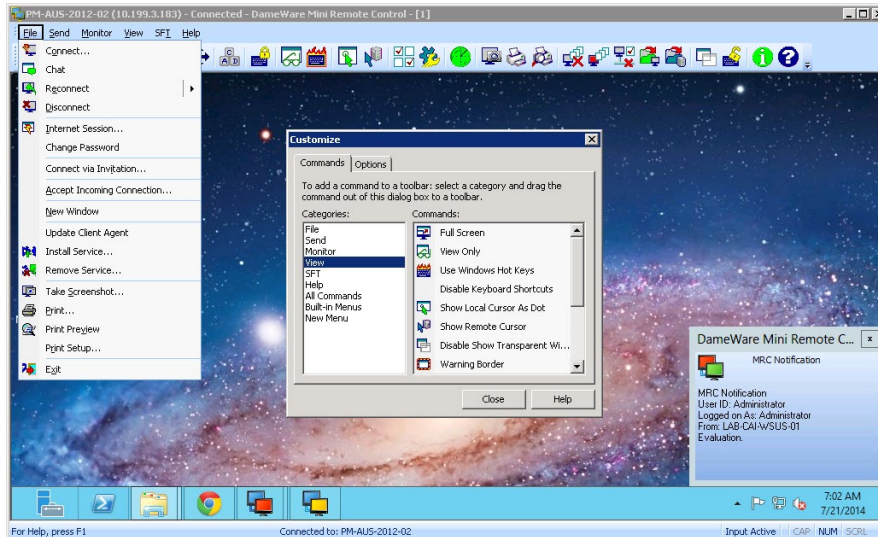
- Aside from the built-in MRC viewer in DameWare Mini Remote control, the IT team at Manatee Diagnostic Center has an alternate way of using the software to connect to remote machines. They have a floor plan of all the computers on their sites on a Web page. When one of these computer icons is clicked, it runs a batch file and initiates a DameWare Mini Remote control session.
- Manatee Diagnostic Center has also integrated DameWare Mini Remote control with Spiceworks where they can launch remote sessions from the help desk.

Did you know?

DameWare has native integration with SolarWinds® Web Help Desk®
[Learn more»](#)

“DameWare is an excellent product, and we use it every day.
It has definitely made life easier in IT.”

In a good sense of humor, Neal says DameWare is making him fatter because he doesn't have to walk around or travel to remote sites for IT troubleshooting and desktop support. It can all be done now from the comfort of his desk—thanks to DameWare! He added, "DameWare is an excellent product, and we use it every day. It has definitely made life easier in IT."



Do IT remotely with DameWare! [Learn More »](#)

SolarWinds (NYSE: SWI), the makers of DameWare® provides powerful and affordable IT management software to customers worldwide from Fortune 500 enterprises to small businesses. We focus exclusively on IT Pros and strive to eliminate the complexity that they have been forced to accept from traditional enterprise software vendors. 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.

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