Devolutions

HOW HERRICK DISTRICT LIBRARY IMPROVED THEIR EFFICIENCY WITH THE USE OF REMOTE DESKTOP MANAGER

Herrick
District Library

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- Logan Poe, HDL's Network and computer support specialist

Client Snapshot: Herrick District Library

Herrick District Library (HDL) is a public library system serving the residents of Holland, Michigan, and its surrounding townships. Each year, **the library welcomes more than 800,000 patrons who check out nearly 1.5 million items** and access computer services (desktop and wireless) more than 125,000 times.

Herrick District Library's Challenges

HDL's IT team is responsible for maintaining the organization's expanding networking and machine infrastructure. However, the team's previous remote connection tool was triggering key challenges, including:

- **Inefficiency** due to slow server connections.

- **UX frustrations**, particularly during server boot-up and shutdown.

- **Limited tools** available for use during remote sessions.

Herrick District Library's Solution: Remote Desktop Manager

To address these challenges, HDL's IT Manager recommended RDM, which he had been using personally for quite some time. After a quick evaluation, the full team agreed that RDM was the ideal solution to not only solve the organization's key challenges, but also to support additional functionality and services.

Herrick District Library has been using Remote Desktop Manager for approximately 6 months, and it continues to enjoy the following advantages:

- **Greater efficiency when connecting to servers**, which HDL now describes as "blazingly fast".

- **Improved UX, including full screen mode that supports all console sessions** vs. just some sessions.

- **Enhanced tool options, such as the ability to open multiple tabs** and check policies/features across numerous servers at the same time.

- **Stronger security thanks to RDM's built-in password generator**, which HDL relies on to update passwords for accounts and users.

Logan Poe, HDL's Network and Computer Support Specialist, on HDL's experience with RDM:

"I FIND THAT RDM INCREASES MY PRODUCTIVITY. I AM ABLE TO WORK QUICKLY ON SERVERS THAT NEED MAINTENANCE OR IF A VENDOR NEEDS TO REMOTE INTO A SERVER THAT WE HAVE CREATED FOR THEM. RDM ALSO HELPS MY CAREER GROWTH, AS I AM TAKING ON MORE NETWORK ADMINISTRATIVE ROLES NOW, AND SO I NEED TO EASILY ACCESS THE SERVERS. IN MY VIEW, THE BEST THING ABOUT RDM IS THE USABILITY OF THE CLIENT. IT'S A GREAT TOOL FOR ANYONE WHO HAS SERVERS TO MANAGE, WHETHER THEY ARE ON-SITE OR VIRTUAL."