

[Customer Story] Discover How Aptean Is Using Remote Desktop Manager to Streamline Administration, Strengthen Security, Increase Visibility & Enhance Efficiency



“ALL OF OUR CONSULTANTS AND DEVELOPERS ARE NOW USING REMOTE DESKTOP MANAGER, AND THEY SIMPLY CAN’T WORK WITHOUT IT ANYMORE.”

—RON VAN ELTEREN, TECHNICAL CONSULTANT, APTEAN

Client Snapshot: Aptean

[Aptean](#) is one of the world’s leading providers of industry-specific software, enabling customers to be Ready for What’s Next, Now®. The organization’s enterprise resource planning and supply chain solutions are uniquely designed to meet the needs of specialized manufacturers and distributors in over 20 industries, while its compliance solutions serve specific markets such as finance and life sciences. In total, Aptean’s solutions are used by over 6,500 customers around the world.

Aptean's Challenges

In the past at Aptean, all remote connections (e.g., RDP, VPN, etc.) were handled manually by Consultants and Developers using their own laptops. This was very inefficient and cumbersome to maintain, as multiple VPN clients on a single machine often clashed with each other. In addition, each laptop had to be maintained by the System Administrator, which was an administrative burden.

Aptean's Solution: Remote Desktop Manager

To solve these challenges, Aptean's Technical Consultant Ron van Elteren searched the web and came across Devolutions' Remote Desktop Manager. He was impressed by the description and reviews, and started a free trial to use on a personal basis.

After exploring RDM's features and functions, Ron requested a trial of the Enterprise version. Because the trial was so extensive, he had to request to extend the trial period several times, which Devolutions didn't mind at all. After the trial went exceptionally well, he confirmed that it was the all-in-one solution Aptean needed.

Aptean has now been using Remote Desktop Manager for 2.5 years, and the company continues to enjoy benefits and advantages that include:

- **Streamlined administration** by establishing a centralized database with all sessions.
- **Stronger security** by implementing restricted access rights.
- **Increased visibility** through notifications when sessions are in use.
- **Enhanced efficiency** as Technical Consultants can easily access any customer with a few simple clicks; this is especially important, because Aptean is growing and rapidly onboarding new customers.

Comments Ron van Elteren, Technical Consultant at Aptean:

"My overall feeling with Devolutions is that it's like a family that took me in. Whenever I ask questions they are answered quickly. In my experience, they are always willing to help solve problems. Devolutions is a company that can be trusted and depended on."

