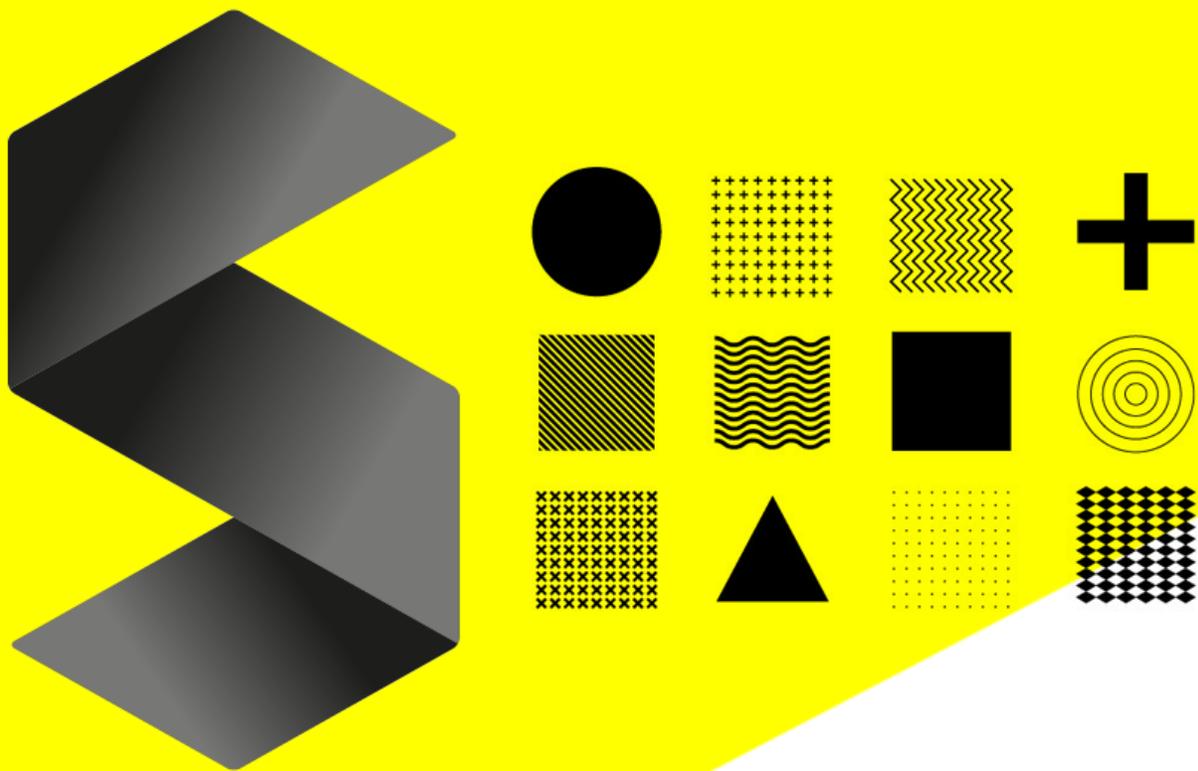# Devolutions

GROUPE SCALA INCREASED THEIR EFFICIENCY BY CENTRALIZING THEIR TOOLS INTO REMOTE DESKTOP MANAGER

> **"The moment I saw all of Remote Desktop Manager's features, I knew it was the solution we needed."**
>
> - Nicolas Bonnet, Microsoft MVP in Enterprise Mobility & System and Network Engineer at Groupe Scala

Client snapshot

SAS [Groupe Scala](#) provides digital transformation, infrastructure application, cloud, and global communication services. The company was founded in 2006 and is based in Marseille, France. More than half of the company's workforce of **approximately 200 people are IT professionals**.

Groupe SCALA's Challenges:

Groupe Scala's Project Unit is comprised of IT professionals who provide technical assistance to clients remotely and on-site. Previously, the team was struggling with frustrations related to remote connection management and access. These challenges included being forced to :

- Reconfigure tools with new usernames/passwords when visiting different customers on-site.

- Launch multiple tools and consoles to access different protocols (e.g. RDP).

- Repeatedly get different credential data for the same machine (e.g. AD, file server, etc.).

Groupe Scala's Solution: Remote Desktop Manager

Groupe Scala's System and Network Engineer Nicolas Bonnet, who is also a Microsoft MVP in Enterprise Mobility, started searching for a better solution and was introduced to Remote Desktop Manager by a colleague. After exploring all the functions and features, he immediately adopted it and replaced all other tools.

Since implementing Remote Desktop Manager, **Groupe Scala has enjoyed many benefits and advantages, including :**

Improved Efficiency & Client Service : It is no longer necessary to reconfigure tools or remember multiple passwords when visiting clients on-site. Staff get to work the moment they arrive.

Improved Performance : When accessing different protocols (e.g. RDP), it is no longer necessary to open several tools and consoles. Everything can be launched directly from within RDM.

Improved Visibility : Staff clearly see all open connections at-a-glance through RDM's interface.

Improved Organization : Staff create folders to organize various information related to a specific server, and therefore get the information they need quickly and easily.

Comments Nicolas Bonnet on his experience with Remote Desktop Manager :

"The biggest wins for me are that I am saving time and increasing productivity.

I no longer need to remember usernames and passwords for each client. As soon as I arrive on-site, I am operational."