Devolutions

IAIN GREEN INCREASED PRODUCTIVITY USING REMOTE DESKTOP MANAGER'S MULTIPLE IMPORT OPTIONS

Enterprise Platform
Support Analyst

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Green

"Remote Desktop Manager stands above them all for its ease of use, regular development and integrated tools."

- Iain Green, Enterprise Platform Support Analyst

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Client Snapshot: Iain Green

Iain Green is a highly experienced enterprise platform support analyst (EPST) who works for a leading enterprise that supports corporate and public sector clients with IT products, solutions and services. The company employs more than 200 people.

Iain Green's Challenges

Iain is part of a team that **manages approximately 700 servers**, machines and devices. His previous remote desktop management tool, mRemote, was causing many challenges and ongoing frustrations, including:

- The configuration file was shared and would always be overwritten, incorrectly updated or deleted.

- The UX was clunky, the functionality was limited, and the lack of regular updates was a security risk.

- When onboarding new customers — each with typically hundreds of VMs — it was tedious and time consuming to manually create and save sessions.

Iain Green's Solution:
Remote Desktop Manager

To solve these challenges, Iain explored various remote desktop management tools. When he discovered Remote Desktop Manager (RDM) and gave it a try, he quickly concluded that it was the ideal solution. According to Iain, **"Remote Desktop Manager stood head and shoulders above the rest".**

Since switching to Remote Desktop Manager, **Iain continues to enjoy key benefits, including the ability to:**

- **Access multiple protocols and integrated tools** (e.g. RDP, iLO, VNC, PuTTY, etc.) from a single pane of glass.

- **Save massive amounts of time** when accessing sessions, updating sessions, and onboarding new customers through RDM's multiple import options.

- **Use RDM's tab functionality to open multiple sessions** at a time and stay organized.

- **Easily find required sessions through RDM's dynamic search tool.**

- **Ensure robust security since RDM is actively in development** and constantly upgraded with fixes, patches, etc.

Iain describes his experience with Remote Desktop Manager:

"I found that Remote Desktop Manager has made my work life far more organized and less cluttered. If you're an IT pro with multiple devices to manage across a range of protocols, you need this product. The integrations are endless. I can count on one hand the number of products out there designed for our purpose. RDM stands above them all for its ease of use, regular development and integrated tools."