

IT Service Management (Help Desk and Remote Access)



Implementation of SolarWinds Service Desk and Dameware Remote Everywhere

OVERVIEW

A company with operations spread across administrative offices, industrial facilities, logistics hubs, remote sites, convenience stores, and gas stations was looking to modernize its IT service management and improve the quality of support provided to its employees.

The geographic dispersion of its operations, combined with the critical nature of the systems that support the business, required a solution capable of centralizing service delivery, automating processes, optimizing the management of technology assets, and providing secure and efficient remote support, thereby reducing response times and operating costs.



CHALLENGE

Before implementation, the organization faced several challenges that limited the IT department's efficiency:

- ✓ Support processes carried out manually, without a centralized platform for managing incidents and service requests;
- ✓ Difficulty tracking the entire lifecycle of incidents, requests, and changes;

- ✓ Long response times and delays in troubleshooting, especially at remote and industrial sites;
- ✓ The frequent need for technicians to travel to provide on-site support, increasing operating costs and user downtime;
- ✓ Lack of metrics and reports that would allow for the evaluation of the support team's performance and compliance with Service Level Agreements (SLAs);
- ✓ Limited management of IT asset inventory and maintenance history;
- ✓ Lack of a structured knowledge base that would facilitate the resolution of recurring incidents and promote standardization of support.

SOLUTION IMPLEMENTED

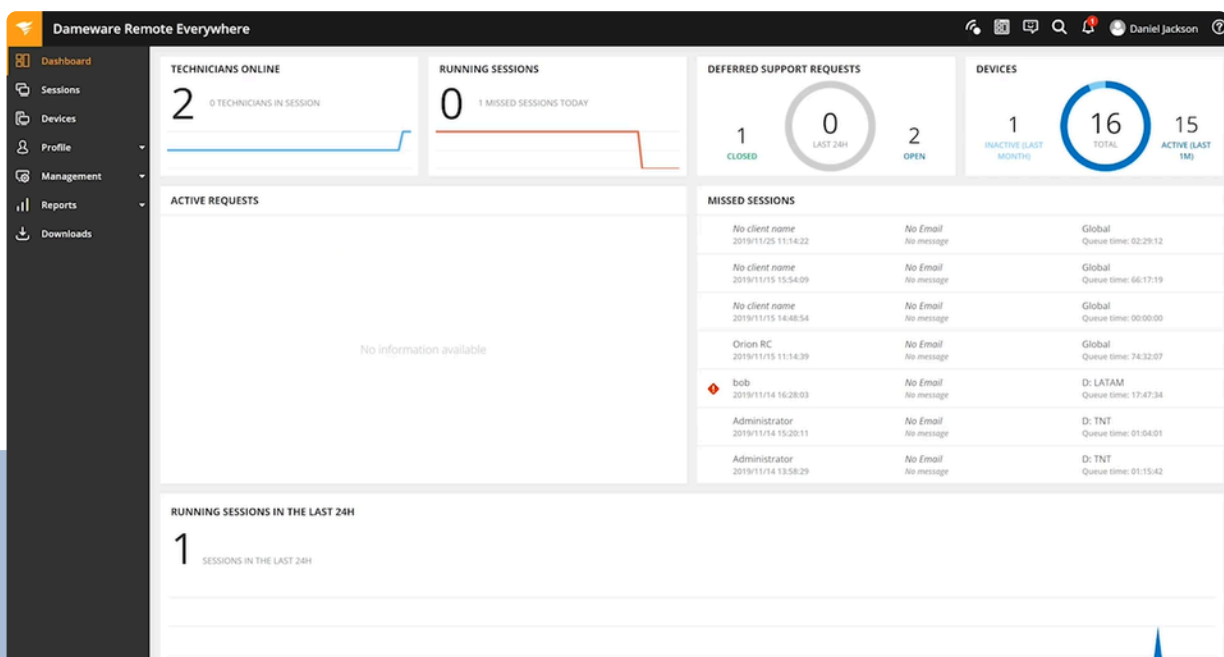
To address these challenges, **SolarWinds Service Desk and Dameware Remote Everywhere** were implemented, creating an integrated platform for IT service management (ITSM) and secure remote support.

The implementation included:

- ✓ Centralization of incident management, service requests, changes, and IT assets on a single platform;
- ✓ Defining a service catalog, custom forms, approval workflows, and automating service processes;
- ✓ Configuration of Service Level Agreements (SLAs), automatic escalations, and real-time notifications;
- ✓ Implementation of a Knowledge Base to speed up the resolution of recurring incidents and promote self-service;
- ✓ A complete inventory of IT assets and the assignment of equipment to their respective users and tickets;
- ✓ Implementation of Dameware Remote Everywhere for secure remote support of computers and servers located in offices, industrial facilities, logistics centers, and remote sites;

- ✓ Provision of advanced features, including unattended remote access, secure file transfer, remote command execution, background support, and encrypted sessions;
- ✓ Creation of dashboards and performance reports to monitor operations and support decision-making.

SOLARWINDS SERVICE DESK AT A GLANCE



BENEFITS ACHIEVED

The integrated implementation of SolarWinds Service Desk and Dameware Remote Everywhere has delivered operational and strategic benefits that have strengthened the maturity of IT service management:

- ✓ Centralization and standardization of customer service processes, ensuring greater consistency and operational control;
- ✓ Customized incident report forms that are up to the task, making things easier for users and support teams;
- ✓ Significant improvement in the user experience through a faster, more efficient, and more transparent service;
- ✓ Increased productivity among IT teams, allowing technicians to devote more time to strategic activities and less to repetitive tasks
- ✓ Reduced operating costs associated with on-site technical visits, thanks to secure, high-availability remote support;
- ✓ Increased visibility into the performance of the support operation, facilitating the monitoring of metrics, the identification of opportunities for improvement, and data-driven decision-making;
- ✓ Better control of technology assets, contributing to more efficient management of the equipment lifecycle and compliance with audit and regulatory requirements.
- ✓ Establishment of a technological foundation capable of supporting the organization's growth and future digital transformation initiatives, as well as the continuous improvement of IT services.



IMPACT ON THE BUSINESS

- ✓ A significant reduction in the average response time (MTTA) and resolution time (MTTR) for incidents;
- ✓ Increased productivity of the support team;
- ✓ Reduction in operating costs and response times by reducing the number of technical visits to remote locations;
- ✓ Improved SLA compliance and enhanced quality of service provided to users;
- ✓ Greater visibility into performance metrics through dashboards and analytical reports;
- ✓ Faster and more efficient support for teams, which results in a better experience for the end customer;
- ✓ Strengthening operational continuity by minimizing the impact of IT incidents on the company's critical operations.

CONCLUSION

The implementation of SolarWinds Service Desk and Dameware Remote Everywhere enabled the company to transform its IT service management model by adopting a modern, automated approach aligned with IT Service Management (ITSM) best practices.

The centralization of support, the automation of workflows, the integrated management of technology assets, and advanced remote support capabilities have resulted in a more efficient, resilient, and results-oriented operation. The IT team is now able to respond more quickly and effectively to user needs, regardless of location, reducing downtime and increasing employee satisfaction.

This project represented a strategic step in modernizing the company's IT operations, contributing to reduced operating costs, enhanced continuity of critical operations, and continuous improvement in service levels, thereby directly supporting the business's efficiency and competitiveness.

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