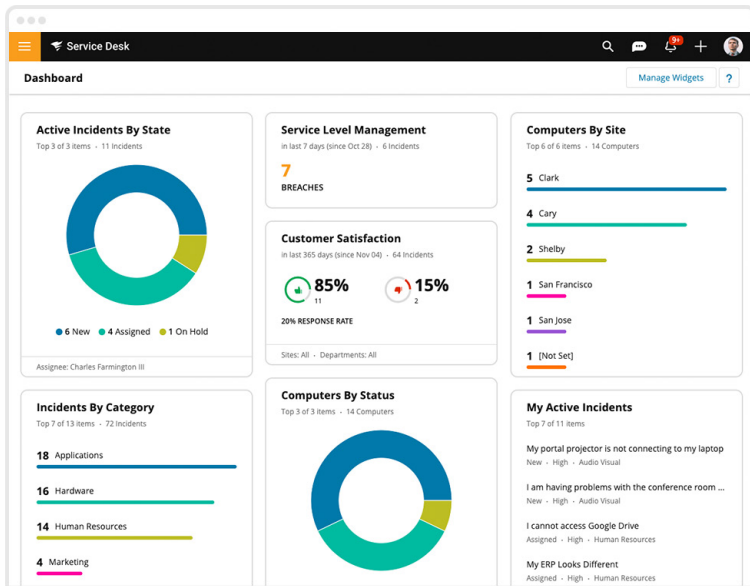


SolarWinds Service Desk & Dameware Remote Everywhere

Hands-On Support – Anytime, Anywhere



START FREE TRIAL

Fully functional for
30 days

SolarWinds® Service Desk and Dameware® Remote Everywhere are our powerful, affordable, and scalable cloud-based ITSM solutions fully integrated to help IT professionals streamline support from incident to resolution.

The native integration of the SolarWinds Service Desk and Dameware Remote Everywhere enables you to streamline your support and services while accelerating resolution times and improving the customer experience—no matter where you and your teams are.

SolarWinds Service Desk is a cloud-based IT service management (ITSM) solution, empowering IT teams provide exceptional service delivery, including incident and asset management, while helping improve employee service experiences. Whether you have a small IT operation with basic IT ticketing needs or a large enterprise with a complex IT infrastructure and mature processes, SolarWinds Service Desk is designed to meet your current needs with the flexibility to scale and support your future business requirements.

The Dameware brand has been a trusted name in remote support software for over a decade. SolarWinds Dameware Remote Everywhere (DRE) is a cloud-based remote support solution. DRE allows IT professionals to quickly connect to and provide remote support to end users and solve endpoint issues, from anywhere with an internet connection. DRE is designed to provide secure, safe connections without requiring agents.

By combining the power of Service Desk and DRE, IT teams can streamline support, improve mean time to resolution (MTTR), minimize employee downtime, and maximize the value IT delivers to the organization.

SERVICE DESK KEY FEATURES:

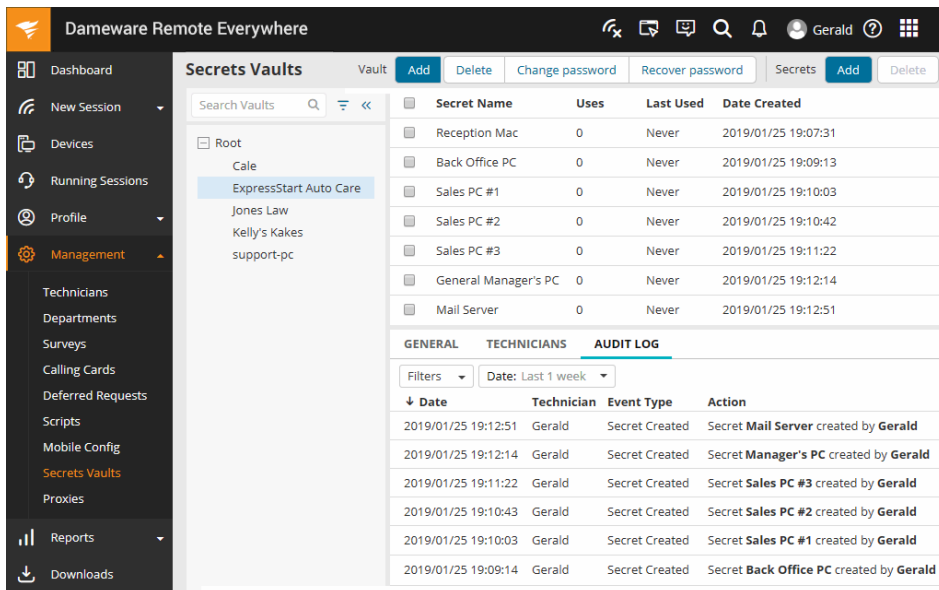
- Incident management: consolidates, manages, and prioritizes incoming tickets
- Service catalog standardizes service requests and fulfillment processes
- Fully integrated IT asset management compiles hardware, software, POs, and more
- Service portal for users to have a single place to submit and track tickets and requests
- A mobile app for agents and requesters to communicate and process tickets on the go

DAMEWARE REMOTE EVERYWHERE KEY FEATURES:

- Fast and easy remote control: establish active sessions in no time.
- Safe remote support with advanced encryption and multi-factor authentication
- Essential endpoint support for everything from desktops to mobile devices
- Supports multiple languages
- Reporting engine: gain greater insight into your help desk team’s performance

FROM OPEN SERVICE DESK TICKETS REMOTE IN WITH DAMEWARE® REMOTE EVERYWHERE

- Open a remote session directly from a ticket. Resolve technical issues faster with a one-click remote session straight from an incident record.
- Create a complete audit trail. Align the remote session details with the incident service record for accurate historical data on each device.



ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of powerful and affordable IT management software. Our products give organizations worldwide—regardless of type, size, or complexity—the power to monitor and manage their IT services, infrastructures, and applications; whether on-premises, in the cloud, or via hybrid models. We continuously engage with technology professionals—IT service and operations professionals, DevOps professionals, and managed services providers (MSPs)—to understand the challenges they face in maintaining high-performing and highly available IT infrastructures and applications. The insights we gain from them, in places like our THWACK community, allow us to solve well-understood IT management challenges in the ways technology professionals want them solved. Our focus on the user and commitment to excellence in end-to-end hybrid IT management has established SolarWinds as a worldwide leader in solutions for network and IT service management, application performance, and managed services. Learn more today at www.solarwinds.com.

LEARN MORE

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To locate an international reseller near you, visit http://www.solarwinds.com/partners/reseller_locator.aspx

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