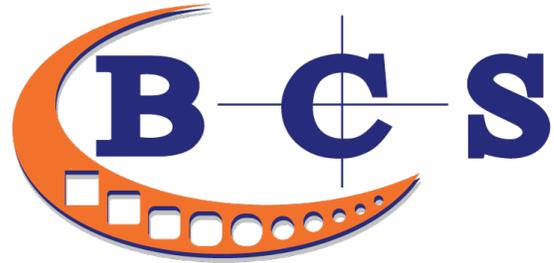


HOW RDM HELPED BCS GROUP TO KEEP TRACK OF THEIR SERVERS AND EFFICIENTLY CENTRALIZE THEIR DATA



"I would recommend remote desktop manager for centralizing the database, and for granting security over who can use what server."

Headquartered in Auckland, New Zealand, [BCS Group](#) employs over 300 people. The firm is a **recognized leader and expert in delivering end-to-end logistics hardware, automation controls, and elegant software products and solutions.** BCS Group is considered a “supplier of choice” to airports, airlines, freight and industrial customers around the world, and develops its solutions within three core business units: Airport Systems, Operations and Maintenance, and Services and Solutions.



BCS Group’s Challenges

BCS Group’s biggest challenge was due to its **significant growth:** with more staff and partners coming on board all the time, **they struggled to keep track of servers, names, login details and IPs.** They also found that keeping this growing pool of data updated was both an administrative burden and a productivity threat – especially since the firm’s team was spread around the world in various time zones. Despite the fact that they tried various tools, nothing enabled them **to efficiently centralize their data, and ensure that team members had access to accurate, updated information.**

Here is what BCS Group’s Infrastructure Manager / Systems Architect Brett Hobbs says about his firm’s experiences with Remote Desktop Manager:

“I would recommend remote desktop manager for centralizing the database, and for granting security over who can use what server. I also appreciate rdm’s ability to save different credentials for each user. and our customers support team loves the ability to script vpn logons and workflows before and after connecting.”

BCS Group’s Solution: Remote Desktop Manager

BCS Group began using Remote Desktop Manager in 2010, and **immediately noticed a measurable improvement in efficiency and productivity.** Thanks to RDM, the firm’s worldwide staff – regardless of their time zone – could connect to the right server. Moreover, RDM’s offline cache enabled staff to use the tool when working remotely, which further enhanced productivity.