



USA VOLLEYBALL CHOSE RDM AS ITS ONE TOOL TO PERFORM ALL ITS REMOTE MANAGEMENT TASK



I think probably the biggest win is that most of the tasks i perform daily can now be handled in one tool, saving me time and allowing for better completion rates on end user tickets and daily tasks.



Client Snapshot

USA Volleyball (USAV) is the **National Governing Body (NGB) for volleyball in the United States**, and is recognized by the Federation International de Volleyball (FIVB) and the United States Olympic Committee (USOC). The vision of USA Volleyball is to be the **world leader in volleyball**. Their head office is located in Colorado Springs, Colorado, and they also have offices in Oklahoma and California. The organization's IT team manages 40 devices, mostly Windows servers and desktops.

USA Volleyball's Challenge

10 months ago, USA Volleyball identified a set of key challenges caused by their remote connection tool, including that it only supported RDP, and that it wasn't portable enough. In addition, the organization was concerned about the lack of robust password security when using DropBox (i.e. passwords had to be in clear text).

USA Volleyball's Solution: Remote Desktop Manager

USA Volleyball's Technology Coordinator Brian Buresh sought out potential solutions, and came across **Remote Desktop Manager** – which **rapidly resolved the organization's challenges**, plus delivered additional advantages. Equipped with RDM, USA Volleyball can now:

- **Combine multiple types of connections** (RDP, SSH, etc) into one tool, and therefore eliminate the time and hassle of searching for different tools, credentials and IP addresses
- **Save significant time** by importing directly from Microsoft tools
- **Safely store encrypted files in DropBox**

- Enjoy much **greater flexibility**. For example, at any given time, staff can use multiple machines and RDM always has their update configuration files ready to go.

Here's what Brian Buresh had to say about Remote Desktop Manager:

"IT professionals have lots of tools that we use on a daily basis, and to have one suite that combines a few of these tools into one managed platform is handy and a time saver. RDM reduces the need to hunt for credentials and addresses every time we need to log into a server or device."