



## VMWARE USES RDM TO STORE ITS PASSWORDS IN A SECURE AND CENTRALIZED LOCATION

A photograph of the VMware logo, which is a glowing white neon sign. The sign is mounted on a wall made of light-colored wood panels. The logo is in a lowercase, rounded, sans-serif font. The background is slightly blurred, showing the geometric patterns of the wood panels.

**“Remote Desktop Manager is my favorite tool and I cannot imagine working without it.”**

- Anjani Kumar,  
VMware's Cloud Implementation and Deployment Engineering Consultant



## Client Snapshot: VMware

VMware, which is a member of the Dell Technologies family of businesses, is a global leader in B2B2C cloud infrastructure and digital workspace technologies. Through its class-leading solutions such as vSphere Suite and vCloud Air, and supported by a workforce of **more than 15,000 professionals**, VMware accelerates digital transformation by enabling unprecedented freedom and flexibility in how organizations build and evolve IT environments.

### VMware's Challenges

The IT team based at VMware's Bangalore Campus in India are **responsible for managing more than 300 servers and over 1,300 remote connections**. However, the team was facing significant **efficiency and workflow-related challenges**. These were their challenges:

- It was impractical to **remember the name of each server**.
- **Switching from a server to a server** was a major hassle.
- It was tedious and **time consuming** to open multiple sessions.
- Task bars were **overloaded and confusing**.

To address these challenges, VMware tried various products, including Windows RDCMan, Royal TS and an SQL DB-based tool. The team found Windows **RDCman too disorganized and messy**. They were also **unimpressed with Royal TS's UI and graphics**, and the **SQL database was deemed bloated and slow**.

### VMware's Solution: Remote Desktop Manager

After trying these other products, VMware discovered **Remote Desktop Manager**. After a trial period, they

**concluded that it was the right solution** for their current and future needs. Thanks to Remote Desktop Manager, VMware's IT team now:

- Saves time by **storing all machine names and passwords in a secure, centralized location**.
- Easily **opens sessions** (e.g. vSphere, telnet, SSH, etc.) and creates new sessions.
- Uses RDM's tab option to **quickly switch from server to server**.
- Accesses a clean and streamlined UI, with **no messy and overloaded taskbars**.
- **Groups sessions** according to company, site, data center, session type, etc.
- Applies **multi-level security** settings to prohibit unauthorized access.
- Uses RDM's local (Devolutions Server) and cloud-based database to **access information from anywhere**.

**Here's what Anjani Kumar, VMware's Cloud Implementation and Deployment Engineering Consultant, says about his Remote Desktop Manager experience:**

"I was thrilled when I discovered RDM. It not only solved all of our problems, but it gave us new and better tools to **save time and make our work easier**. I've recommended RDM to thousands of colleagues, peers and clients, and those that have tried it have been very impressed. I'm also a big fan of Devolutions' support and development teams. They're constantly coming up with innovative ideas, and adding new features to each update. RDM is my favorite tool, and I cannot imagine working without it."