Devolutions

ZEROFAIL USES RDM TO KEEP ITS DATA ORGANIZED IN ONE CENTRALIZED PORTAL ACCESSIBLE BY ITS EMPLOYEES

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Client Snapshot

Established in 2000, **ZEROFAIL** is recognized as one of the most reliable **Outsourced Infrastructure and Hosting Solutions** companies in the industry, and serves thousands of clients worldwide through its four market-leading divisions: ZEROFAIL LiveDesktop, ZEROFAIL Fibroptix, ZEROFAIL Hosting, and ZEROFAIL Online Backups. The company's **15 full-time IT professionals** manage about a mix of approximately **300 devices** (servers, routers and switches).

ZEROFAIL's Challenges

Prior to discovering Remote Desktop Manager, ZEROFAIL was struggling with several key challenges, including:

- It was difficult to **keep credential information updated** and available to all employees. All information had to be manually copied/pasted.

- Employees would **add their own credentials**, which caused confusion and created multiple copies of the database.

- There was a **lack of control** regarding credentials.

- Employees were **wasting a lot of time** connecting to clients -- and it was even worse for employees who weren't familiar with a client.

ZEROFAIL's SOLUTION: Remote Desktop Manager

ZEROFAIL attempted to solve these challenges using **mRemote**. However, the company's Vice President of Managed Services Stéphane Auger called it "a nightmare", because **there was no information** sharing. Reflects Stéphane: "We were getting too many complaints from clients and employees that support was taking too long, and that we were wasting too much time. That's when we started looking into a more centralized tool, and discovered Remote Desktop Manager".

Here are some of the benefits that ZEROFAIL is enjoying thanks to RDM:

- All information is now captured and organized in **one centralized portal,** which is accessed via **Active Directory** – which means that the company's IT pros **only need to know the computer name and not the credentials.** This has substantially decreased connection time.

- Numerous protocols (e.g. **Microsoft RDP, SSH, Telnet, HTTP/HTTPS, TeamViewer, VNC, etc.) are now integrated, which has improved efficiency.**

- Everything now runs on an **SQL database**, which has made it extremely easy to **manage, backup and restore data.**

Commented ZEROFAIL's VP of Managed Services Stéphane Auger:

"With RDM, an **increase in productivity** is the biggest benefit we've experienced so far. Having a one-stop-shop for all of our access requirements is an amazing advantage. And since all of our information is now in one place, we rarely have to ask a client for their credentials more than once. RDM's has **consolidated our information** and made our lives much easier. I'd recommend it to anyone."