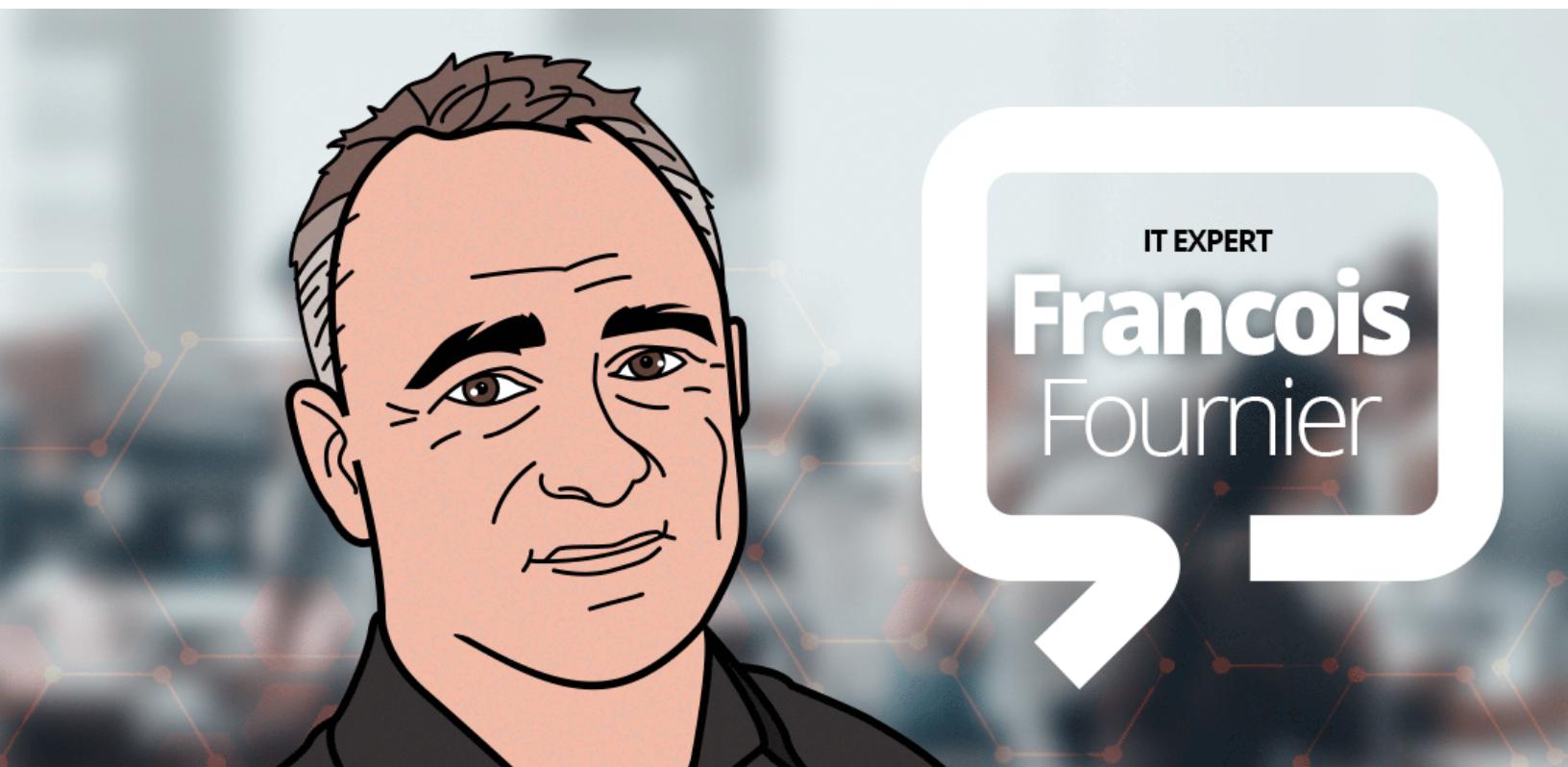




IT PRO FRANCOIS FOURNIER TRUSTS REMOTE DESKTOP MANAGER TO SAVE TIME, IMPROVE RESULTS, AND REDUCE THE “ANNOYANCE FACTOR”



“RDM is the best solution I’ve found on the market, and I’ve never come across anything else that can do what RDM does. Getting it is a no brainer, and one of the best decisions I’ve ever made in my career.”

— Francois Fournier, Experienced IT Pro

SEPTEMBER 25, 2019 | A small Canadian flag icon.

Customer Snapshot

Francois Fournier has **two specialized world-class skillsets**. One is that he is a highly accomplished motorcycle racer with thousands of miles of experience under his belt (or perhaps we should say, under his tires!). In fact, the next time you see Francois post in our forum — and he is a prolific contributor — you'll notice that his avatar is a racer wearing an awesome green racing suit and driving an even more awesome green motorcycle. Well, that's not a stock photo. That's actually Francois!

The second area where Francois excels is in the IT world. **He has been in the field for more than 35 years**, and most of it at a senior level with high-profile companies working on some very sensitive and top secret projects (although he can't disclose them to us unless we agree to a Men-in-Black-style memory erase procedure).

Suffice it to say, **Francois is an elite IT pro** who has seen and done pretty much everything, and he could write a book — or make that a few books — on his adventures across the IT landscape. Maybe he'll do that when he retires. For now, however, he's as busy as he wants to be helping companies solve their most urgent and mission critical problems.

Francois Fournier's Challenges

As an IT consultant, Francois was running into some key remote connection problems that included:

- **Spending an excessive amount of time manually searching for credentials** and other remote connection information.
- **Not always having the latest, most up-to-date passwords** and machine information.
- **Having to deal with a myriad of remote connection tasks**, which was distracting and annoying.

While all of these challenges were significant, Francois emphasized the last one as the most problematic. **Here is how he describes the challenge:**

"Computers are supposed to reduce the annoyance factor, so that IT pros can focus on doing their jobs in an effective and efficient manner. But that wasn't happening for me when connecting to remote machines. Instead, the annoyance factor was getting worse because I didn't have a tool to handle all of the tedious details. I had to find a solution I could trust, and that would allow me to focus and concentrate on my work."

Francois Fournier's Solution: Remote Desktop Manager

Like the hero of our [Devolutions Product Saga](#), Francois turned to the web in his search for a remote connection tool that would solve his problem, and he soon discovered Remote Desktop Manager. **Comments Francois:**

"I was one of the very first RDM users, back before there was an Enterprise version, and it was just called RDM. I couldn't believe there was a tool that was so functional and versatile, and that was also free! Even today, while I've since upgraded to RDM Enterprise to take advantage of the more advanced features like storing credentials and using credentials in connection strings, I'm impressed that the free version provides so many features and is still supported with ongoing upgrades."

Since choosing RDM as his "go to" remote connection management tool, Francois has enjoyed benefits and rewards that include:

- **Using automation to speed up, streamline, and simplify connections to remote machines** — while eliminating the dreaded "annoyance factor".

- **Installing his RDM data source in the cloud (OneDrive)** to automatically sync all credential/machine information, so that he always has the most up-to-date password information at work, at home, or anywhere else.
- **Enhancing password security for himself and his clients**, which is critically important.

Francois is also a member of our **VIP user community Devolutions Force**, and he frequently shares tips on how to do even more with RDM, such as **using templates to save time when adding new connections**. We greatly appreciate his contributions, and we've relied on many of his suggestions over the years to improve RDM.

Here is what Francois says about his overall experience with RDM:

"The functionality of RDM is simply amazing. I've known Devolutions for a long time. They are unique, because they never push anyone to purchase RDM Enterprise. They leave it up to each user to decide what is best for them. With that in mind, the price of RDM Enterprise is astonishingly low. I have used software that costs thousands of dollars more than RDM, but doesn't measure up. Basically, RDM is the best solution I've found on the market, and I've never come across anything else that can do what RDM does. Getting it is a no brainer, and one of the best decisions I've ever made in my career. The product is excellent, the company is excellent, and the support is excellent. What more could you ask for?"