



CUSTOMER SUCCESS STORY:

Adam's Mark Hotels Improves Efficiency with RemotelyAnywhere

Situation At-a-Glance

Adam's Mark Hotels & Resorts operates upscale, full-service, convention hotels in Colorado, Indiana, Missouri, New York, North Carolina and Texas.

Including its corporate headquarters in St. Louis, the IT department manages over 2,000 workstations and servers. The company previously used pcAnywhere for remote access of systems on the corporate LAN, but found the connections to be unreliable and the resource consumption severe, significantly impacting network performance.

RemotelyAnywhere Meets All Requirements

Given the company's complex requirements, including multiple geographically dispersed locations and a large number of users, RemotelyAnywhere helps the IT department easily manage its workstations and servers, and currently has the solution deployed to over 800 systems.

"RemotelyAnywhere has helped us manage an otherwise unwieldy support role."

— S. Markins, Sr. Network Admin,
Adam's Mark Hotels & Resorts

Fast to Deploy, Easy to Use

The Adam's Mark IT staff was able to deploy RemotelyAnywhere to hundreds of systems in just two days, quickly and easily replacing its legacy pcAnywhere installations.

The company has all but eliminated both the travel time associated with IT support to remote offices and phone-based support to users with limited technical ability. Using the multi-session handling capabilities of the Network Console companion tool, the team can administer and monitor several machines at once for faster administration.

Beyond remote control, one of the many features the company finds most valuable is the remote performance monitoring to check CPU and RAM usage. The IT team is alerted instantly of unusual spikes in activity, which often indicates the presence of spyware, and can proactively remove it before it impacts the user, the network, and ultimately, the business.

About 3am Labs, Inc.

3am Labs offers innovative secure remote access, collaboration and remote support solutions that reduce support costs and improve productivity.

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Company

Adam's Mark Hotels & Resorts
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Industry

Hospitality

Challenge

Adam's Mark needed a reliable way to manage, support and monitor over 2,000 workstations and servers across multiple locations and types of connections.

The company previously used pcAnywhere, but found it unreliable, resource intense, and difficult to manage.

Solution

The company replaced its legacy pcAnywhere installations with RemotelyAnywhere, quickly deploying it to a majority of machines in just two days.

Adam's Mark also uses the Network Console companion tool to easily monitor the performance of multiple remote machines for capacity thresholds and network problems.

Results

- > Virtually eliminates all travel for IT support-related issues, which could sometimes average 2-3 trips per week
- > Eliminates shipping of machines back and forth, saving freight costs and increasing response levels
- > More requests are handled in less time, using multi-session handling of the Network Console
- > Reduces time spent on the telephone trying to walk users through a fix
- > Improves security by constantly monitoring computer activity