SERVCOM**USA**

Solutions & Success
The Inside Story

Servcom USA Solves Slow App Problem For Manufacturing Firm

Are you losing valuable working hours waiting on your apps to catch up? Don't let lag slow your business down. Discover how we solved this problem for one of our clients in the manufacturing industry.

How much time each day do you spend waiting for your apps to respond? Do you often have time to get up and make coffee while you wait for a frozen program to unfreeze?

You are probably losing more time than you think.

This has become a more common issue of late as businesses moved to hybrid and fully remote work environments. Apps and tools that were responsive and reliable in the office fail to perform as well in a remote setting.

That's precisely why this manufacturing firm enlisted our help...

This Client Needed Reliable Remote Capabilities

IT resources have never been as important as they are now as a majority of professionals work from home. In order for organizations like this one to stay connected and productive while working remotely, they need the right technologies and processes in place.

Due to how quickly the pandemic developed, many organizations were unable to prepare for the shift to a remote work setting. Doing so would have required careful planning, methodical execution of new processes, and expert implementation of new technologies.

This became an issue for this manufacturing firm. Unfortunately a custom app they relied on for work had been running slowly for users at remote sites. The application loaded very slowly when an employee was working remotely or at another location.

Compatibility was also an issue. With multiple employees running the application across a wide variety of devices, keeping up with updates was a challenge. Some users were running on a current version of the application, but others were months out of date. The possibility that a difference caused a miscommunication was growing by the day.

Some users were using complicated workarounds, such as dedicated PCs in the head office that ran the software faster. But this would not scale - multiple users could not simultaneously work on the software. The staff had to juggle schedules for when specific employees could access applications. Employees had to contact other employees to make sure they had logged off, so the next employee could log in.

The client knew they needed to solve this problem, or it would keep slowing down their operation and affecting their bottom line.

How Servcom USA Solved This Client's Problem

Our team knew the perfect solution for this client's needs was Microsoft Remote Desktop Services.

This remote configuration gave them access to and control over a given computer from any configured device in any location. By accessing their custom app through RDS, they'd be able to return to the system speeds they enjoyed in the office.

Known in the past as "Terminal Services", Remote Desktop Services is a "component of Microsoft Windows that allows a user to take control of a remote computer or virtual machine over a network connection.

It gives this company's users the capability to have the same computing experience whether they are using their in-office work computer or while remote working at home or on the go.

Users have the same access no matter where they are, as they can utilize their work-related applications, access their files and data that are stored on the network, and do everything else they would be able to do in the office. This ensured they would have a high-performance and secure way to continue working remotely long term.

Why Does Servcom USA Recommend Remote Desktops?

This solution provides a range of benefits for remote and conventional organizations and businesses alike.

Remote Desktops Are Secure

➤ When combined with VPN or another remote-access technology, conditional access protocols prevent unknown applications from gaining access without review

➤ Multi-factor authentication protects access

➤ Mass updates allow you to keep systems protected and your employees using the same software, eliminating compatibility problems

➤ Remote Desktops can be made compliant with a range of regulations, including ISO 27001, 27018 and 27701, PCI, FedRAMP High for Commercial and HIPAA

➤ Can be deployed in an on-premise facility, in the cloud, or at a secure, reliable data center

Remote Desktops Are Cost-Effective

➤ Scale resources precisely, activating only the number of desktops you need for your current users

➤ Pay only for what you use

➤ Often require no purchases or upfront costs, and licensing expenses are vastly reduced

Remote Desktops Promote Productivity And Continuity

➤ Let your staff work from the familiar business computer they're used to in the office

➤ Ensure your employees are all running the same version of the software to eliminate compatibility issues

➤ No physical setup for employees' devices is required at any time

Although you may be able to bring your staff fully into the office soon, or have already done so in some capacity, it's important not to forget all the hard lessons learned during this pandemic so far.

After more than two years of the COVID-19 pandemic, it's likely that your organization or business has gotten into a rhythm with remote work—but if you're not satisfied with your current remote access solution, it is best to find the right solution and optimize your processes.

Servcom USA Will Help You Harness The Power Of Remote Desktops

Are Remote Desktops right for your organization?

We can't answer that question for you—all we know is that if your business is operating remotely right now, you need a way to access work data. If you don't have an ideal solution in place, your business may be falling behind.

Using new technologies and managing a team of remote staff members isn't easy. We want you to know that you don't have to do it alone—our team is here to help.

If you're interested in trying out Remote Desktops for your organization, get in touch with our team to discover more about how they work and what they have to offer your organization.

Looking For An IT Team With Remote Capability Expertise?

One thing to keep in mind is that well-managed service providers are being nabbed up fast.

Organizations across the US are quickly realizing that they need reliable IT service and enhanced support for the new systems and subsequent risks that have been presented during this time of COVID-19.

If you're looking for help with your remote work, contact Servcom USA.

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