

## **TOPIC: TECHNICAL SOLUTIONS TO INCREASE EFFICIENCY**

### **QUESTION: Why did you decide to use this technology?**

“The remote access tools to me are important because, it gets me into my network and I can get into it from home any time day or night. It lets me manage my servers without physically going to them. You can do pretty much anything from your desktop, as far as manage your network. So, it basically gives you the ability to manage it from wherever you happen to be right now. And, the advantage of it is to me it’s a great time saving. Instead of a support person having to drive between buildings, maybe, to fix something, they can do it from a central location. It’s all done electronically. They don’t have to go there. I can restart the servers at night if I want to put updates on them. You set it all up ahead of time, it takes you a few hours to set it up, you approve everything and it all installs whenever you set it. At sometime in the morning while you’re sleeping it’s doing its thing of installing all the updates. Computers restart, come in the next morning, they’re all there and done.”

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