

Case study

RADMIN
remote control software

Radmin: the right solution for the whole company

MARKET: FOOD SERVICE, PACKAGING, CONSUMER,
covering distributed computing & maintenance

Prima Ltd. is a subsidiary of Smithfield Foods, the world's largest pork processor and hog producer. Having a number of divisions in Poland, Prima is engaged in pork production and supplies. Transport and logistic abilities allows Prima to sell considerable volumes of production in the shortest time possible and that defines the company's stable market position.

As for Prima's IT department, its work is complicated by the territorial peculiarities of organization. Technical support of more than 70 employees and 3 remote offices can demand considerable expense of time and resources. A common challenge of technical support services and IT departments is to provide correct and effective usage of the corporate ERP system by the employees of remote offices.

Among all of the remote control solutions on the market, Prima has chosen Radmin by Famatech. The company uses it on corporate level, and Radmin helps to solve the problem of remote computer maintenance entirely. Radmin is valued by system administrators for its high speed, ease-of-use, friendly interface and reliable security system.

The most valuable feature of Radmin is the accuracy and precision of remote screen visualization. All mouse clicks and keyboard manipulations are transferred right to the screen of the remote computer. The system administrator, sitting at a local computer screen, gets an impression of sitting at each remote computer, one after another.

According to tests, Radmin outperforms all other remote control systems. To work with Radmin, one doesn't need to have a fast network connection. The employees of Prima's IT department now have an opportunity to work remotely so long as they are connected to the Internet or Local Area Network (LAN).

Radmin is considered to be the most secure remote control software in the global market. State-of-the-art security algorithms protect all the transferred data from illegal access and interception. All the actions are recorded into a log-file. A special IP-filter table restricts the access to specific IP-addresses and networks.



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Prima's systems administrators have a positive opinion concerning Radmin: they appreciate not only the functionality of the solution, but also the simplicity of its application.

The problems of technical support are solved as they arise with no delays and thus do not affect the working process. By using Radmin, time and efforts of Prima's IT department are saved by the full functionality of the product as well as how the tool's feature set is organized and managed. Purpose-critical functionality of the product determines the lack of additional problems in its operating. The problem of corporate network maintenance is being solved with no significant or unnecessary expense.