



## Meeting the Needs of A Growing IT Infrastructure with Remote Access Software

How Heinz Hammer GmbH leveraged Splashtop Remote Support Premium to support its growth



### Summary

Jens Kernchen, from the communications department at Heinz Hammer GmbH, explains how the company's IT team leveraged Splashtop Remote Support Premium to meet their need for a scalable IT remote maintenance solution.

### The Challenge: Meeting the Needs of a Growing IT Infrastructure

The goal of most businesses is to grow. While growth is usually a good thing, it also comes with its challenges. That was the case for Heinz Hammer GmbH.

"Our company has grown in recent years," says Jens. "As a result, the IT infrastructure has significantly expanded to 80 workstations and servers that needed to be supported remotely."

Therefore, the Heinz Hammer GmbH IT department needed to find a solution that could help manage the growth of the IT infrastructure in both an efficient and cost-efficient manner.

### The Solution: Splashtop Remote Support Premium

In his search for a solution, the Heinz Hammer GmbH IT department first evaluated TeamViewer. "Our IT department first tested TeamViewer and other remote maintenance providers," says Jens. "But their price/performance comparison was not convincing."

The IT team continued evaluating solutions until they found Splashtop Remote Support Premium. Splashtop Remote Support Premium came with premium monitoring and management features and was priced at 50% lower than TeamViewer and other similar products.

"Our team decided to go with Splashtop not just because of the price but because of its comprehensive features," explains Jens. "The easy administration and creation of groups and especially the intuitive administration and access via iPad or iPhone were the deciding factors for us to choose Splashtop."

Additionally, Splashtop Remote Support Premium came with the Bitdefender integration, which was a great bonus. "With the Bitdefender integration, our IT department has a comprehensive tool with which they can easily control, monitor, and extensively secure the client computers and servers easily," explains Jens.

## Case Study

### About Heinz Hammer GmbH



Heinz Hammer GmbH is a Mercedes-Benz dealership in Berlin with one location in Berlin-Reinickendorf and another location in Berlin-Pankow. Heinz Hammer GmbH has been around for 50 years and had its beginnings in Adalbertstraße in Berlin-Wedding.

[Learn more about Heinz Hammer GmbH](#)

Splashtop, Inc.  
[www.splashtop.com](http://www.splashtop.com)

## About Splashtop Remote Support Premium

Splashtop Remote Support Premium is designed for MSPs and IT professionals who are looking for a solution that offers computer management and control features, in addition to remote access.

- Support Windows and Mac computers from any Windows, Mac, iOS, or Android device.
- High Performance: Splashtop Remote Support Premium is powered by the same award-winning remote access engine found in Splashtop's personal use solutions. Enjoy fast connections with HD quality and sound.
- Top Features: Splashtop Remote Support Premium comes with the top features MSPs and IT teams need, including file transfer, chat, remote wake, remote reboot, session recording, user and computer management, grouping, and more.
- Low Price: Splashtop can save you up to 80% when compared to other solutions. Plus, Splashtop doesn't have a history of price increases like other remote access providers.

[Learn more about Splashtop Remote Support Premium](#)

**“Our team decided to go with Splashtop not just because of the price but because of its comprehensive features. The security of the platform, the easy administration and creation of groups and especially the intuitive administration and access via iPad or iPhone were the deciding factors for us.”**

**Jens Kernchen**  
Heinz Hammer GmbH

And when it came to security, Splashtop delivers.

### Splashtop Security Features:

- Industry-standard TLS 1.2 with AES 256-bit encryption
- Device authentication
- Multi-level password security
- Two-step verification/two-factor authentication
- Blank screen
- Screen auto-lock
- Session idle timeout and [more](#)

The Heinz Hammer GmbH IT department also found Splashtop's feature of grouping and sharing technicians within specific groups to be beneficial. And they were particularly pleased with the easy remote file transfer, and the chat function to directly contact a user in a remote session.

Overall, Splashtop's price, features, and security were the key deciding factors for moving to Splashtop Remote Support Premium instead of TeamViewer and other similar tools.

## The Results: An Affordable and Comprehensive Remote Support Solution That Meets the Need of a Complex and Growing IT Infrastructure

After successfully testing Splashtop Remote Support, the Heinz Hammer GmbH IT department decided to purchase 2 premium licenses for 2 of their IT technicians to enable them to remotely access, monitor, and manage Heinz Hammer GmbH computers and servers from anywhere, with unattended and attended remote access, endpoint management, 1-to-many actions, and other additional features.

The Heinz Hammer GmbH IT department was also pleased with the smooth implementation process.

“Our IT department created a web link to access our Splashtop Streamer, and it was packaged very conveniently,” said Jens. “Our team was then able to complete the installation within a few minutes.”

Things are now running smoothly, and Heinz Hammer GmbH can remotely support and maintain 80 computer servers, including both macOS and Windows systems.

Additionally, Heinz Hammer saved 50% or more when they chose Splashtop Remote Support over TeamViewer and other solutions. In doing so, it secured a cost-efficient solution that could scale with the continuous growth of its IT infrastructure.

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Splashtop Remote Support Premium is a best value, high-performing, user-friendly alternative to remote access/support products like LogMeIn Central. It can also be used in place of more expensive, complicated RMM tools. [Try it for free](#) (with no credit card required) or schedule a demo for more information.

**FREE TRIAL**