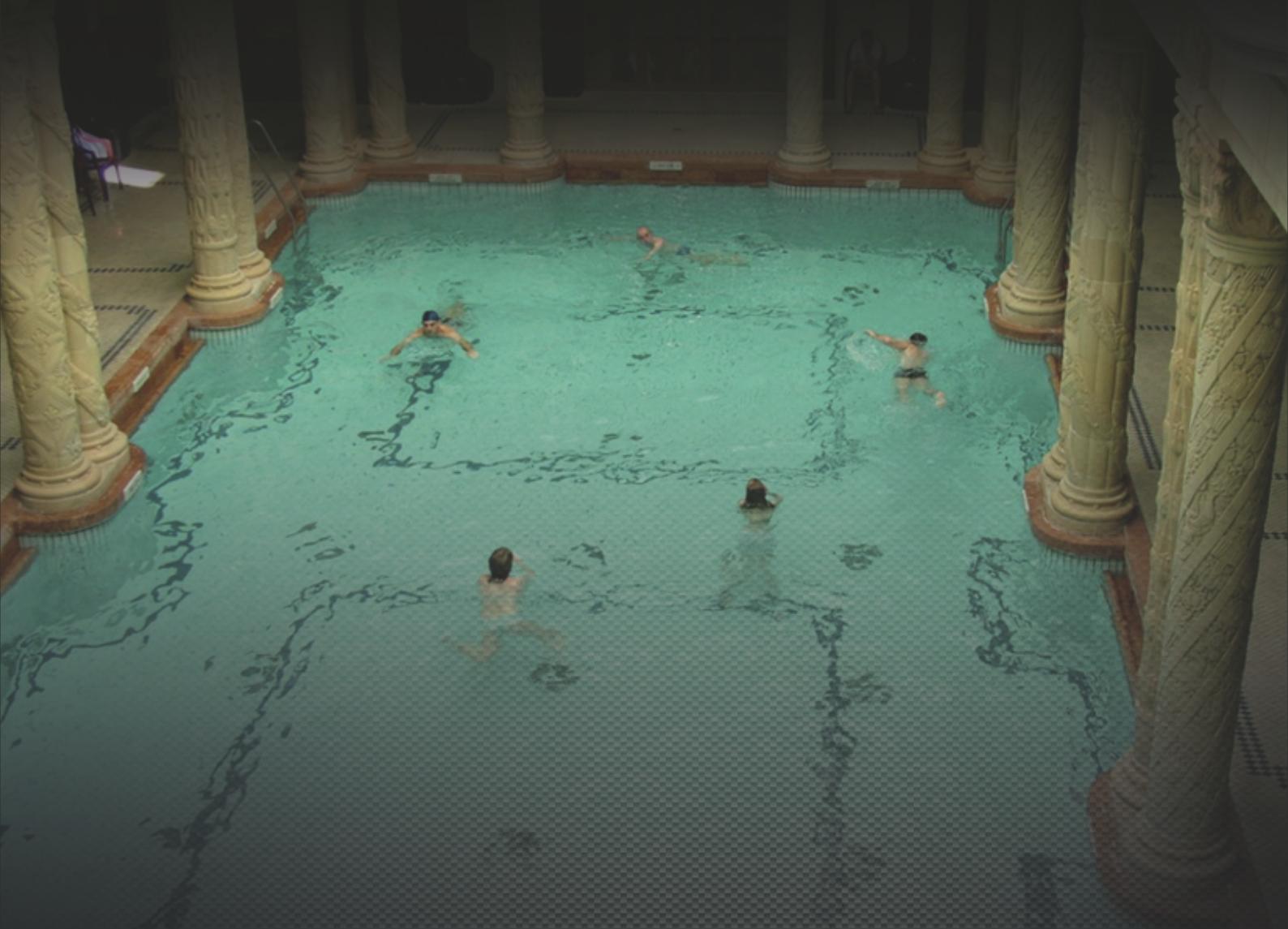# AIDA64

IT Asset Management & Remote Support tool

CASE STUDY

BUDAPEST SPAS
AND HOT SPRINGS CORP.

Interview conducted in August 2013

CASE STUDY
BUDAPEST SPAS AND HOT SPRINGS CORP.

The state-owned Budapest Spas and Hot Springs Corp. manages the open-air swimming pools and spas in the Hungarian capital. The company, which generated 6.7 billion HUF in revenue in 2012, has 12 premises and uses a total of 200 Windows workstations as well as about 50 Linux-based points of sale. The premises are organized into a network through a redundant VPN connection. The integrated spa management system, which is responsible for sales, public access control, therapy and providing the management with information, runs on this network.

On this extensive and distributed network, it had been difficult to manage the hardware and software inventory, to follow updates and to find problems in the event of malfunction. Both the software and the hardware environments are heterogeneous, which made managing and keeping records of various operating system versions and hardware components challenging.

This is why last year the company decided to look for an application that would help them solve these problems and tasks. "After having a look at possible software solutions, we decided to use AIDA64 because its price-performance ratio is excellent. As it is developed in Hungary, the support is first-class, too", said József Szabó, head of the company's IT department, explaining what motivated them to buy the AIDA64 edition developed for businesses and organizations.

According to the IT manager, software deployment was trouble-free. Ever since, AIDA64 has been configured to take hardware and software inventories of networked PCs as a scheduled task and to upload the report files to a central database.

"Using predefined reports, we can perform software and hardware inventory tasks with absolute thoroughness, and we can configure AIDA64 quickly and easily with command-line options", said Mr. Szabó.

They have had very good experiences with the software: not only does it provide a complete solution for the problems described above, but it also enables the introduction of new functions, such as automatic alerts on preselected triggers, which notifies the system administrator when an alert event is detected – for example, when antivirus definitions get outdated, or a new program is installed. They also use remote control for remote troubleshooting and support, and they have found the hardware diagnostic module useful too, for both preventing issues and repairing them when they occur.

In summary, the IT manager claimed that the deployment of AIDA64 has proved to be a great help for the IT team. Replacing manual work, it can perform recordkeeping and statistical tasks, both seen as a drag by the IT staff, and in this way releases human resources.