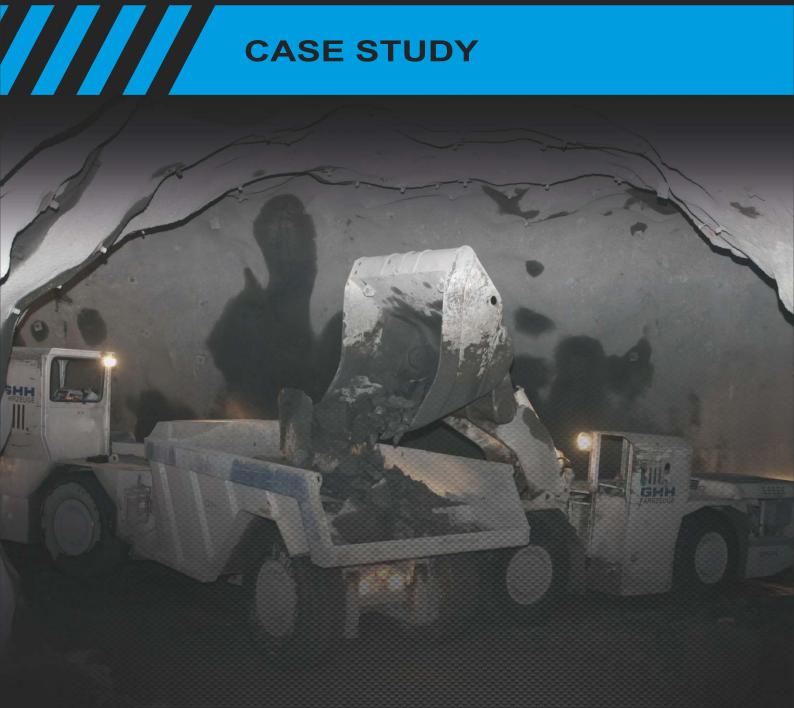# AIDA64

IT Asset Management & Remote Support tool

CASE STUDY

MECSEKÉRC
ENVIRONMENTAL PROTECTION INC.

CASE STUDY
Mecsekérc Environmental Protection Inc.

AIDA64

Founded in 1998 as a closely held corporation wholly owned by the Hungarian state, Mecsekérc Environmental Protection Inc. came into existence following the reorganization of Mecsek Ore Mining Company, of which it is a legal successor. The company has annual sales of 18-27 million USD, and its main business activities are mining and related engineering services. The latter include environmental protection, mining, hydrogeology, geo-thermal and soil mechanics research and planning. It has an accredited analytical laboratory, which provides sampling, water and soil chemistry analysis as well as soil mechanics and radiometry testing services.

The compute-intensive business is supported by computers: approximately one hundred PCs make up the company network at Mecsekérc. It is critical to keep the PCs operational at all times and to maintain a precise inventory of the devices. This is why a few years ago it became necessary to obtain a software solution which, while being fast and cost-effective, can create a detailed hardware and software inventory of the existing PC fleet, as well as monitor and diagnose the "health" of the machines. After surveying the available offerings, the IT team chose AIDA64, an application developed in Hungary.

Targeting small and medium-sized enterprises, the Business Edition of the application absolutely lived up to expectations, and it even has further features that provide huge help to the system administrator. With its hardware database, which has been continuously updated for almost two decades, the software is capable of creating a complete hardware and software inventory with precision and detail unparalleled in the industry. It can also monitor the state of the PCs, send alerts on predefined triggers and provide remote functionality.

According to Mecsekérc's IT administrator, Zoltán Undi, the deployment was easy and trouble-free. "We have been using AIDA64 Business Edition for a few years now with a license for 130 nodes. Its automated inventory feature allowed us to replace the manual process we had used before", he said. They run the application from central storage using command-line switches – this way they can automatically update the inventory of the whole PC fleet about once a month.

AIDA64 also helps review and manage the generated audit reports: with its Change manager module, it is easy to track any hardware and software changes between monthly reports.

„We also find the change-tracking and network alert functions very helpful as this way we can get email notifications of any software and hardware changes" – added Zoltán Undi.

To provide remote support, the IT team uses the integrated remote functions of AIDA64 instead of Windows' built-in remote desktop. With remote system information, they can get an overview of remote PCs at any time, while they can intervene using the remote control features of the software. The latter helps them provide faster support while giving users the opportunity to track the process on the screen of their client machine. "The remote monitoring feature enables us to track our internal network usage, while the system stability tests helped us to resolve several issues", he explained.

At Mecsekérc, not only did AIDA64 make it possible for the IT department to replace manual inventory with an automated solution, but it also enabled the administrators to perform their daily tasks much more efficiently.