

HELPDESK CALLS ELIMINATED

“Our HelpDesk calls have been virtually eliminated with respect to performance issues. Any calls we do get relate to not enough memory. The most frustrating thing was going to a user desk to perform a task and then having to clean up the PC and defrag it, which would consume the afternoon. Now upgrades and fixes can be done remotely which saves a tremendous amount of time and allows you to focus on your core responsibilities.”

“Diskeeper reports low disk space on our servers and computers so we can eliminate the chance of running out of space on a machine without us knowing. It is very easy to use and basically takes care of itself while keeping us aware of any potential problems.”

Barry Cuttress, Systems Administrator, AbitibiBowater

#474 Fortune list

“Diskeeper pays for itself. It has already has reduced trouble calls and system lockups. This is a great product. Prior to installing Diskeeper our systems were sluggish, the applications were locking up and the Outlook access speed was slow. Since installing Diskeeper the hard drives are not crashing.”

The program keeps them so organized that I believe the heads are not working as hard. This also helps prolong the life of the processor, fans. I see great results. People here store a lot of e-mails in a .PST file. Some get quite large up to 7-10G. One system alone had 1,579 fragmented files. Diskeeper has increased the access speed in Outlook.”

James Turner, Systems Administrator, Civ US Air Force AETC 82 Training Group

“We have been using Diskeeper for a while now, so we now receive few service calls related to fragmented disks; using Diskeeper has helped to keep such calls to a minimum.”

“Our intention with Diskeeper is to keep disk fragmentation at a reasonable level and Diskeeper does that; this activity reduces the instances of problems with disks that are nearly full or very heavily fragmented. We have approximately 75 Dell Latitude E4200 laptops with SSDs. We distribute Diskeeper with HyperFast to systems by including Diskeeper in the Ghost images we use when we set up a new computer.”

Bob Ridder, HelpDesk Manager, Driscoll Strawberry Associates, Inc.

“We are really pleased with the Diskeeper product. We have virtually eliminated HelpDesk requests referencing slow performance due to fragmented data.

“We are using HP DL servers running VMware attached to either local disk arrays or an HP SAN. We have had no issues with the software and reduced scheduled server downtime for defragmentation. We have analyzed defragmentation on a regular basis and found the systems are always optimized.”

Alex Walker, IT Director, Cetero Research

“Gordon Brothers has used Diskeeper Server for over ten years on all of our servers running the Windows operating system. We began using Diskeeper on our PC’s during the last 24 months. Since then the performance of the PC’s has improved significantly. Diskeeper contributes to us rarely needing to replace a failed hard drive. HelpDesk tickets related to performance and hard disk failure have definitely decreased significantly since we began using Diskeeper. After speaking with a few people in the I.T. Dept. we agreed our sense is a 15 % reduction in trouble tickets related to PC performance or hard drive failures.

“We really like the new features such as the ‘efficient’ defragmentation method. We are also seeing almost 100% fragmentation prevented by IntelliWrite, which certainly cuts down dramatically on disk drive usage. Diskeeper is extremely easy to install and just does its job in the background. We are obviously extremely pleased with the product.”

Joseph F. McEachern, IT Manager, Gordon Brothers Group

“Diskeeper is an absolutely great product that our company has been using for 5 years. The Windows built-in product we started using was good but nothing like Diskeeper. This program is simply amazing. It is so lightweight, easy to use and keeps the computers running like new. It is nice to work with a company that spends so much time and resources in getting their products to run as well as yours do. Our performance HelpDesk calls were affected the most. Those type of trouble tickets just do not happen anymore.

“We have deployed Diskeeper to all of our users and the HelpDesk calls have been drastically cut down. Now if I get a HelpDesk call about a slow computer, it’s because somehow we forgot to install Diskeeper on the machine in the first place. Then we simply install, let it run and that fixes the problem they were having. In the end a smoother-running network of computers means my staff and I can spend more time on other things and be more productive with fewer interruptions from annoying HelpDesk calls.”

Adam Hicks, IT Manager, Conewago Enterprises, Inc.