

Laplink Gold 12 helps Imperial Parking to deliver remote support to 3,500 employees across North America.

**“Laplink Gold makes things easy for me, for my staff, and for the remote users I support.”**

**Cathy Smulders**  
Helpdesk Coordinator

## The Client

Imperial Parking is a true Canadian success story. It began as a small company managing a single parking lot in 1962, and today they are one of North America's largest operators, with over 3,500 employees and management contracts in 32 cities throughout the continent. Services include management, operation, maintenance, signage, revenue integrity, valet services, enforcement and collections.

Imperial Parking is responsible for over 12,000 lots throughout North America, managing over 350,000 parking spaces for a wide variety of clients, including hospitals, universities, the public sector, retail and commercial venues, and luxury hotels.

Cathy Smulders, Imperial Parking Helpdesk Coordinator, has been with the company for over 19 years, witnessing its remarkable growth and coping with the inevitable growing pains. She began as a parking valet, but soon found that her natural aptitude with computers was an asset to the company. As Impark became more and more reliant on computer technology, Ms. Smulders' role within the company continued to change and grow. Today, as the person responsible for administering technical support to over 30 of the company's 50 administrative offices, she meets new challenges every day.

## The Challenge

As Imperial Parking expanded, and new branch offices opened up throughout Canada, it became impossible for Ms. Smulders to provide face-to-face technical support to the company's many employees. She remembers struggling to help distant PC users by coaching them across the telephone. It was frustrating and time-consuming for her to attempt to diagnose the origins of a technical problem by having a non-technical user describe what they saw on the screen. Then she would have to problem-solve by guiding them through the repair process step by painful step. "It was incredibly slow and frustrating for me and for the person I was helping," she recalls.

## The Solution

Ms. Smulders discovered Laplink Gold about seven years ago, and says, "It revolutionized my job." Instead of guessing what remote workers were seeing on their screens, she can now see it for herself, and instead of guiding them through the repair process, she can do it herself. She uses Laplink Gold to administer remote support daily to over 400 PC users. She also uses the product to push out software upgrades, new applications, or new network configurations to the Imperial Parking offices spread out over the continent. Although there are several remote support products on the market, she selected Laplink Gold as the best solution. "Laplink Gold makes things easy for me, for my staff, and for the remote users I support. It's easy to use as a support tool, it's easy to train new staff to use, and it's easy to install on the host computers. It's also un-intimidating for the people using the host PCs, because they don't have to grant permissions or do anything to enable the connection. They can just watch as I fix the problem and see exactly what I'm doing."

### Streamlined Connections

Ms. Smulders likes the convenience of Laplink Gold's streamlined connection protocols compared to those used by Microsoft's support tools. "With Microsoft XP help products, I would have to use two separate products to achieve the same access that Laplink provides. The user would have to submit a request using Remote Assistance and then grant me approval for viewing their screen. Then they'd have to issue another approval so I could remotely control it. If I needed to log in to that same PC with different profile, I would have to switch over to RDC (Remote Desktop Control). It was a hassle!"

With Laplink Gold, Ms. Smulders can connect quickly to the remote PC and deliver any level of support required. "When you're using remote support continuously throughout the day to connect to lots of machines, a faster connection process can mean big savings on time and frustration. With Laplink Gold, I can log straight in to the remote user's computer with just one password, access their session, and take control of the PC without the user needing to do a thing. I am also able to log the user off and log on with a different profile during the same session."

### Fast Remote Control

Laplink Gold offers her faster, more responsive remote control. "Laplink's remote control is fast and smooth, so that makes my job easier," she observed. "When you're providing remote support for a large portion of the day, you don't want your remote control to be sticky or slow."

### Versatility

Cathy also found that Laplink Gold was a versatile product, allowing connections to a greater range of operating systems. Microsoft's RDP (Remote Desktop Protocol) will only establish a connection between two PCs running Windows XP Professional, with Terminal Services installed on a Windows 2000 or 2003 Server. With Laplink Gold, if Cathy needs to connect to a PC running Windows Home version or Windows 95/98/2000, she can do so using the Laplink Remote Control option.

### Security

Of course security is a big issue for Cathy, and Laplink Gold meets her needs in this area as well. Laplink Gold 12 allows connections between firewall-protected PCs, and protects all data transmissions with 128-bit SSL encryption. She also appreciates the ability to 'lock down' passwords on the remote PC, so that remote users can't change them, either accidentally or intentionally locking her out of their machines. "I can control access to the remote PC much more effectively with Laplink Gold than with the other remote control products I've tried," she stated. "With Laplink Gold, I can set and control the permissions for various types of access on the host PC. It just gives me a greater degree of control."

To purchase Laplink Gold 12 or obtain more information, please visit [www.laplink.com](http://www.laplink.com), or call a sales representative at **800.343.8080**.