



Case Study

Pioneer, Inc.

How SysKit gave Pioneer simple reporting solutions that provided analysis in user activity times



About the Company

Pioneer, Inc. Case Study



Pioneer, Inc. was founded in 1946 in Meridian, Mississippi to service the needs of clutch remanufacturers. In 2003 The Carlyle Group purchased the automotive assets of UIS, including Pioneer. Following the purchase, United Components, Inc. was formed to manage the acquired assets. As a part of United Components, Inc., Pioneer is a part of one of North America's largest companies servicing the replacement parts market.



Challenge: Monitoring new users

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Pioneer has made a significant investment in Terminal Services technology for remote access, and they wanted to **control users and applications using that technology**. To address these challenges, Mr. Roberts purchased SysKit Monitor software.

SysKit Monitor gave him **reporting solutions that provided analysis in user activity times**. As SysKit Monitor is easy to install and use there were no expensive consulting services required when SysKit Monitor was implemented.



Solution: SysKit Monitor

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Without SysKit Monitor it was difficult to keep track of how Terminal Services was being used. Now that Pioneer has SysKit Monitor, they have a complete analysis of user and application usage times.

SysKit Monitor has helped them to:

- generate user reports,
- track applications,
- monitor overall system performance.



"Before SysKit Monitor it was challenging to determine who had accessed the terminal server and when, and how long users were on the server."

– Keith Roberts, IT Manager, Pioneer, Inc



Results: Monitoring of all users from a single application interface

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After installing SysKit Monitor, Pioneer has the **most important user activity data in one place and generate reports easily**. They are able to monitor all users from a single application interface.

Now, it's easier to **get the information they need in seconds** which save them hours of manual work.

