



NetSupport

www.netsupportsoftware.com

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An **affordable, powerful** asset management suite - and print-monitoring capabilities are a bonus.

IT Pro

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// The latest version of NetSupport DNA delivers an **impressive range of asset management tools** that are easy to use.

Network Computing Magazine

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We find NetSupport ServiceDesk **easy to configure** and we don't rely on any special development skills to do so.

Warwick District Council

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Before NetSupport DNA there was only a **thin line between strategy and chaos.**

AFL Architects

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“ NetSupport DNA **paid for itself** within weeks of installing, enabling us to **locate software we believed lost.** ”

The Senator Group

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The product **deployed very easily** and **without any disruption** to users.

Arden Fine Foods

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A mixture of **sophisticated and easy-to-use** support tools packaged into a **well designed console.**

PC Pro

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NetSupport DNA has **solved all our needs** and has even **more functionality than we expected.**

Unicef

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“

NetSupport Manager is a **fantastic solution...** with a **great set of features.** ”

Insuring America

”

ABOUT US...

With 30 years' experience and 17 million users, NetSupport is a leading producer of corporate software solutions worldwide. Providing organisations with all the essentials for successful IT management, NetSupport also helps staff achieve best practice and maximise resources.

**30 YEARS'
EXPERIENCE**

DEVELOPING SOFTWARE

NETWORK AND IT MANAGEMENT

MULTI-PLATFORM REMOTE CONTROL

DESKTOP ALERTING AND NOTIFICATION

HELPDESK AND TICKETING

WE HAVE BEEN
FINALISTS IN OVER

**250
AWARDS**

OVER
**17 MILLION
USERS**
WORLDWIDE

OUR
SOLUTIONS ARE
**SOLD IN OVER 90
COUNTRIES**

Award-winning software:





THE COMPLETE SOLUTION FOR MANAGING CORPORATE TECHNOLOGY

This easy-to-use solution provides organisations with the tools to manage technology across all platforms in and out of the office, whilst achieving best practice and assisting with GDPR compliancy. NetSupport DNA has the flexibility to scale with your business needs - from a single SME through to larger multi-site implementations - without breaking the budget.

THE COMPLETE SOLUTION FOR MANAGING CORPORATE TECHNOLOGY

This easy-to-use solution provides organisations with the tools to manage technology in and out of the office, whilst achieving best practice, supporting staff and assisting with GDPR compliancy.

Within NetSupport DNA, Network Managers gain a wealth of IT asset management features to effectively track, monitor and manage IT assets and endpoints across a business – from one central point.

Armed with a complete overview of IT activity, NetSupport DNA helps technicians work smarter whilst maintaining a secure and reliable network. From staying ahead of potential IT issues before they escalate, to automating tasks, NetSupport DNA also gathers a wealth of device and usage data to inform decision making and allow accurate planning of future IT spending and refresh plans.

With NetSupport DNA's suite of features, businesses can save time, money and resources, whilst increasing productivity and enhancing security.

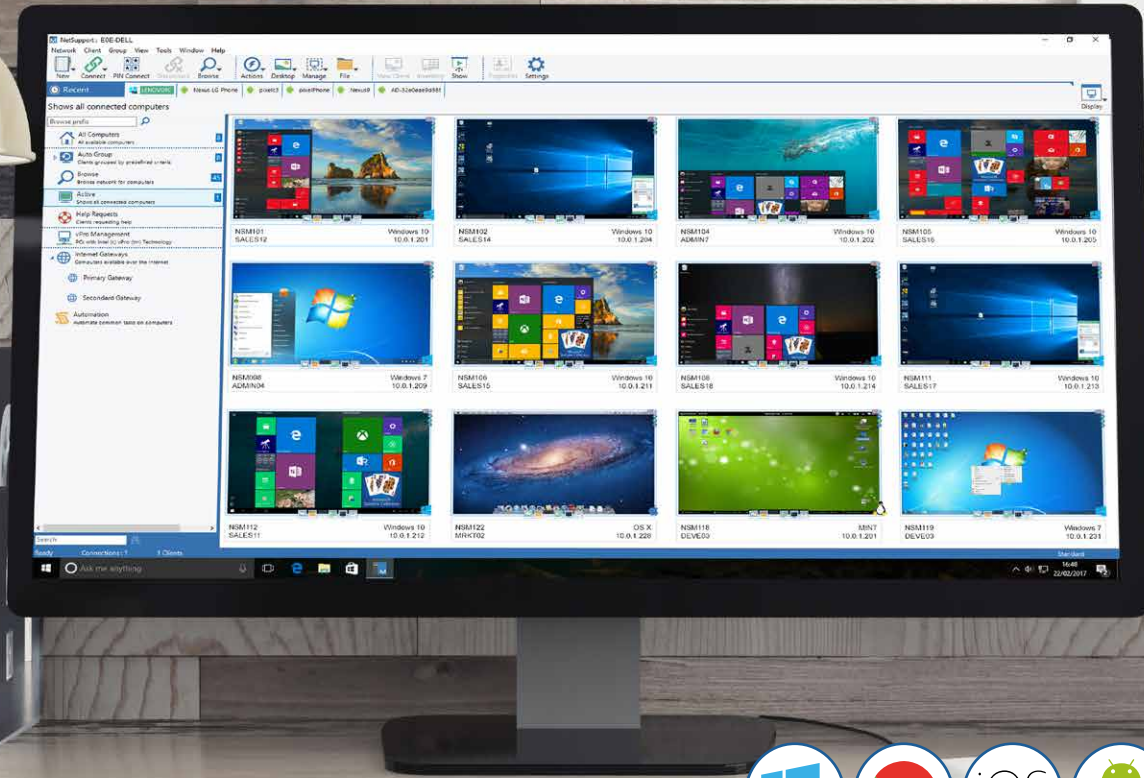
KEY FEATURES INCLUDE:

- ✓ Hardware inventory and discovery
- ✓ Software licence management
- ✓ Internet and application metering
- ✓ Endpoint security and system-wide alerting
- ✓ Energy monitoring and power management
- ✓ Remote Control and admin tools
- ✓ User management/activity monitoring
- ✓ Multi-site support and management
- ✓ GDPR toolkit
- ✓ Plus much more!



“NetSupport DNA offers a superb set of features, is a cinch to use and is very affordable.”

– PC Pro



MULTI-PLATFORM REMOTE CONTROL SOFTWARE

For organisations wishing to take their remote support requirements to the next level, NetSupport Manager provides seamless and secure multi-platform access to workstations and servers across an organisation.

MULTI-PLATFORM REMOTE CONTROL SOFTWARE

For over 30 years, NetSupport Manager has consistently led the way with innovative features to aid remote PC management. As the complexity and diversity of systems evolves, remote control tools have also had to adapt to ensure that a single solution can manage and negotiate a wide range of platforms and environments.

Designed to operate over your LAN, WAN or the internet, securely and without the need for firewall configuration, NetSupport Manager provides a single, high-speed solution for the remote management of multi-platform computers – without the need for a third-party service or ongoing subscription costs.

Adding to traditional one-to-one remote control capabilities, NetSupport Manager excels as a one-to-many solution: from monitoring multiple systems in real-time and showing the operator screen to multiple recipients for training, to file distributions across the network. Its enviable reputation for security sets it apart from others, with its use of activity logs, 256-bit encryption, smart card support, AD integration and more.

What makes NetSupport Manager unique is its range of supporting tools to ensure maximum efficiency and, most importantly, its ability to minimise system downtime and lost productivity as support issues are being addressed – making it the perfect tool of choice for any IT team.

KEY FEATURES INCLUDE:

- ✓ Fast and secure connection
- ✓ Manage multiple devices simultaneously
- ✓ Watch, Share or Control the screen
- ✓ View estimated location of devices
- ✓ Multi-platform support
- ✓ Screen annotation and recording
- ✓ Chat, message and interact with users
- ✓ System management tools
- ✓ Unique PIN Connect feature
- ✓ File distribution
- ✓ Real-time hardware/software inventory
- ✓ Mobile control from iOS and Android
- ✓ Buy once, own forever
- ✓ Plus much more!



“The remote support host with the most - it’s easy to deploy and offers a great range of features.”

– IT Pro



DESKTOP ALERTING AND NOTIFICATION

In today's challenging working environments, organisations are fast realising the benefits of mass notification technology to boost communication and support their emergency and lockdown procedures.

DESKTOP ALERTING AND NOTIFICATION

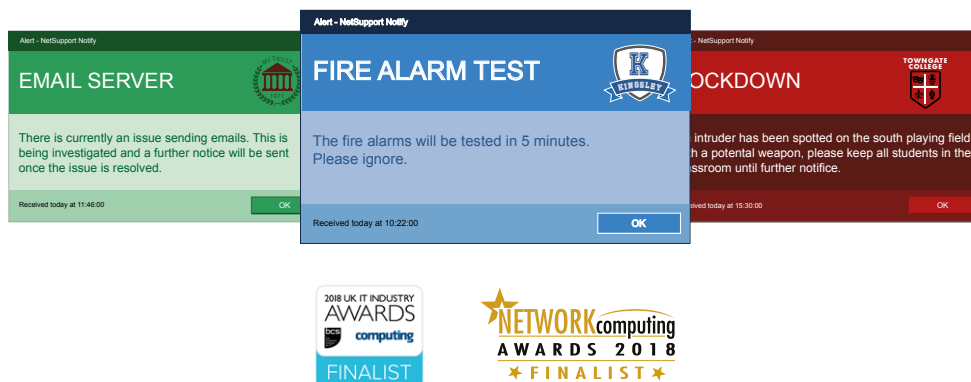
Using NetSupport Notify, organisations can communicate effectively with staff using one-way alerts and notifications - sending them to desktop users and large information panels in halls and foyers. Alerts automatically take screen focus, meaning they can't be hidden, ignored or saved for later. The notifications can even be targeted to select groups and scheduled for maximum impact.

Scaling to the largest of organisations with multiple sites, NetSupport Notify also provides real-time status of notifications and acknowledgements – as well as delivering pre-scheduled alerts.

Simple to implement and use, and with fast and reliable alerts, NetSupport Notify helps ensure staff instantly have the information they need to work effectively and stay safe in any emergency situation.

KEY FEATURES INCLUDE:

- ✓ Low cost
- ✓ Multi-platform support
- ✓ Send “full screen” messages
- ✓ Mobile Console for Android and iOS
- ✓ Send targeted alerts to selected groups
- ✓ Send alerts to unlimited number of users
- ✓ Customise alerts with your branding
- ✓ Include custom audio alerts
- ✓ Flexible delivery options
- ✓ Full reporting and tracking
- ✓ Plus much more!



“NetSupport Notify is a cost-effective, mature product, helping us save time and money.”

– Bloor Homes



HELPDESK AND TICKETING SOLUTION

Delivering effective and timely responses to IT issues is key to maintaining a reliable IT environment. With NetSupport ServiceDesk, IT support teams get the tools they need to do just that.

HELPDESK AND TICKETING SOLUTION

Easily integrated into any organisation's existing IT infrastructure, NetSupport ServiceDesk delivers the processes needed to help effortlessly track, organise, manage and answer the toughest support challenges.

Providing effective support for users of IT assets is a priority for today's businesses with their ever increasing IT portfolios and NetSupport ServiceDesk's fully customisable and intuitive browser-based interface makes it easy for technicians to maintain both desktop and mobile platforms while delivering robust workflow processes.

As well as helping company IT support teams handle users' daily IT issues, NetSupport ServiceDesk will also highlight recurring IT problems – enabling them to identify and fix the root cause and ensure a productive working environment for everyone.

Added to this, it supplies a wealth of management reports as well as providing a customer-friendly self-service portal: all the tools needed to help technicians deliver support effectively.

KEY FEATURES INCLUDE:

- ✓ Incident management
- ✓ Change management
- ✓ User management
- ✓ Problem management
- ✓ Service level management
- ✓ Review current status in real time
- ✓ Customisable, multi-lingual interface
- ✓ Real-time management reports
- ✓ Pre-populated solutions database
- ✓ Automated in/out email processing
- ✓ Automated assignment to escalation processes
- ✓ Attach, store and associate files to an incident
- ✓ Links seamlessly with NetSupport DNA
- ✓ Plus much more!



"It's really easy to use and has a range of features to help us deal with all service desk related issues."

– HMP Lowdham Grange

Case Study - Dominic Parckar

How is the software currently being used in your organisation?

It's used to track and monitor all our IT assets across the business and keep an up-to-date inventory, which is great for renewing or redistributing items. We also use the power management tool to monitor energy costs and schedule PCs to turn on and off, which is a real money saver. The new proactive alerts act as a great safety net, helping to avoid any major issues.

The challenges we were trying to solve:

We wanted a solution which provided an accurate and easy-to-read overview of all our assets, from proactively finding devices to highlighting software usage vs licences bought.

Why did you choose our product?

As an existing user of NetSupport DNA, we are thrilled with the latest update and all its new features.

We were especially excited to use the endpoint security feature, which helps our business to control which devices and individuals can access our system and

when. We have the ability to see exactly where all our PCs are - and with DNA proactively finding new devices on the network, it's been a real time saver.

How/where has NetSupport added value?

NetSupport DNA has saved us both money and time. It is simple, easy to use and has greatly improved performance within the business. Overall, DNA is an excellent product full of features.

We would definitely recommend NetSupport DNA.



“As an existing user of DNA, we are thrilled with the latest update and all its new features.”

– Dominic Parckar

PROPERTY REGISTRATION AUTHORITY

Case Study - Michael Scullion



An tÚdarás Clárúcháin Maoine
Property Registration Authority

Tell us about the Property Registration Authority...

The Property Registration Authority (PRA) is the State organisation responsible for the registration of property transactions in Ireland. Our role is to provide a system of registration of title ownership to land, which is comprehensive and readily accessible. Our mission is to safeguard property rights and aid property transactions by maintaining and extending a comprehensive system of registration of title in Ireland and promoting its use.

What were some of the main IT challenges you faced?

We have six separate office locations across the country and, before we installed NetSupport Manager, it was difficult to support them all as well as we wanted to. We really wanted to find a reliable solution to connect to each one securely; one that would allow us flexibility in terms of the functions we could carry out.

Did NetSupport Manager help you to meet those needs?

Yes, absolutely. NetSupport Manager helps us to support all of the offices from a central point, which is so much easier and less time-consuming than having to send technicians out to visit the various offices when issues occurred – and allows us to work more productively than we did previously. NetSupport Manager has also allowed us to access PCs remotely and securely, and view them as “the user” as opposed

to as an “Admin user” – enabling us to solve problems much quicker.

How has NetSupport Manager contributed to your department?

NetSupport Manager is much more structured than our previous solution and works well at an enterprise level. It has saved money for our organisation and the IT team’s time (particularly on site visits!) – and because it’s intuitive and easy to use, it has greatly increased our productivity. It’s a great product – and easy to use and license. We’d certainly recommend it to other organisations.

What do other staff think of NetSupport Manager?

Both users and support staff alike are delighted with the improvements made by implementing NetSupport Manager. We can see us using it to support our IT well into the future.

What is it like working with NetSupport?

We haven’t yet needed to contact the Tech Support team, but the pre-sales support was excellent!

“NetSupport Manager is a great product: easy to use and license.”

– Michael Scullion

“ NetSupport Notify is easy to set up and very useful in getting out messages **quickly** and **effectively**. ”

Offaly County Council

“ The system is **extremely easy to use** and train staff on the ability to send alerts. ”

St Joseph's Health

“ A **great product and great customer service** has kept us using NetSupport Manager for years! ”

Airport Coordination Ltd

“ We have been using NetSupport Manager for years. It allows us to **remote onto our client computers with ease**. ”

Bloor Homes

“ Having used other NetSupport products, we knew that Notify would be of a **high quality**. ”

Kettering General Hospital
NHS Foundation Trust

“ NetSupport Notify is fantastic for notifying end users **quickly and efficiently**. ”

John Rushton

“ With this information, it helps us **reduce software overspend** by company and department. ”

Digital Applications
International

“ It has really **improved our performance** – and the fact that it's so **easy to use** is an extra bonus. ”

Cork National Roads Office

“ We've been using NetSupport with one of our customers and it's been **reliable, resilient** and **easy to use**. ”

Solar Communications Ltd

"

We were **impressed** by
NetSupport DNA's
inventory features.

**Osceola County
Property Appraiser**

"

"

NetSupport Manager is
**exactly what we were
looking for.**

Yokogawa

"

"

NetSupport DNA is
comprehensive and **works**
in the real world!

KCEOC

"

"

An **excellent product**
packed full of features.

Dawleys

"

"

It has been **smooth,**
reliable and **easy to use.**

Clifford Chance

"

"

The **best** remote manager
software tool I have used.

NY Power Authority

"

"

NetSupport Manager gives us
the **functionality** that we
need **at a good price.**

**Oklahoma
One-Call System**

"

"

The **cost is very**
competitive and it is
very easy to use, once it
has been set up.

Darcast Crankshafts Ltd

"

"

Easy to configure without
relying on development
skills.

Warwick District Council

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NetSupport

30 years of award-winning software



30 YEARS OF AWARD-WINNING IT MANAGEMENT



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