



**NetSupport**

The NetSupport Corporate Range

NetSupport Manager

NetSupport DNA

NetSupport ServiceDesk

NetSupport Notify

[www.netsupportsoftware.com](http://www.netsupportsoftware.com)

# Product Overview

Since 1989 NetSupport has been at the forefront of developing innovative software solutions to aid in the management of desktop computers and their users. Today, NetSupport's technology has a worldwide installation base and its products are the market leaders in many countries.

A pioneer in the use of Remote Control technology, in recent years NetSupport's product line has evolved in-line with modern working practices with the emphasis now placed not just on providing more efficient technical support but also in simplifying management tasks and offering secure remote and mobile working possibilities.



## Remote Control and PC Support

The IT enterprise continues to expand and evolve with the boundary between LAN, WAN and truly mobile now an almost seamless transition. As our dependency on technology grows, so does the operational impact of system downtime, or simply the time lost by not having instant access to key systems.

NetSupport Manager offers a unique proposition for desktop remote control. One solution - available from your desktop, laptop, tablet or smartphone - that allows seamless and secure access to workstations and servers across your enterprise, both locally when in the office, and remotely when on the move.

Typically with Remote Control software packages a 'client' or 'host' program needs installing on the end-user PC in advance. For ISPs, ASPs, MSPs and Solution providers this is often not viable and as such, a technology is needed that allows support to be provided "on demand".

**NetSupport 24-7** provides a dynamic, secure and powerful on-demand support solution designed specifically for this type of scenario.

## IT Asset Management

IT Asset Management is fast becoming a critical function of network administration but some organisations may be put off by the complexity and cost of some high-end solutions. This shouldn't be the case as at any business level if network administrators don't know how many desktops they have, where they are located and what hardware and software is installed, it stands to reason that they can't possibly manage and support them properly.

A point often forgotten or ignored is that annual support costs can easily outstrip the initial purchase price of IT assets. IT Asset Management software can pay big dividends as it automates the data gathering process, presenting IT managers with the information needed to make informed decisions about upgrades and the roll-out of new technology.

NetSupport DNA (Dynamic Network Administration) facilitates central management of your enterprise PCs in a secure, coordinated and efficient manner.

## Service Management and Helpdesk

Minimising the amount of system downtime is essential together with ensuring an effective solution is in place to assist and support users of IT assets. Effortlessly track, organise, manage and answer the toughest desktop support challenges with NetSupport ServiceDesk, a powerful browser-based helpdesk and incident management solution.

## Desktop Alerting and Notification

Ever wished you had a networked Public Address system? Consider a network-related crisis. It could be an e-mail server going offline or a virus spreading on your network. How many warnings might you have to send over e-mail or by visiting users before you can begin to mitigate the situation?

NetSupport Notify provides a low-cost, high-speed enterprise-wide notification system allowing 'attention-grabbing' messages and alerts to be delivered instantly to all or selected computer users and unattended information panels.



# NetSupport Manager

NetSupport Manager delivers the very latest in remote PC support and desktop management capabilities.

Designed to operate over your LAN, WAN or the internet, securely and without the need for firewall configuration, NetSupport Manager provides a single solution for remote support - without the need for a third party service or ongoing subscription costs. Adding to traditional 1:1 remote control capabilities, NetSupport Manager excels as a 1:many solution; from monitoring multiple systems in real-time, to showing the operator screen to multiple recipients for training, to file distributions across the network.

## Connectivity

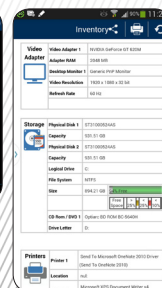
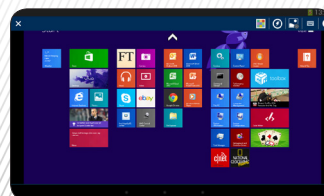
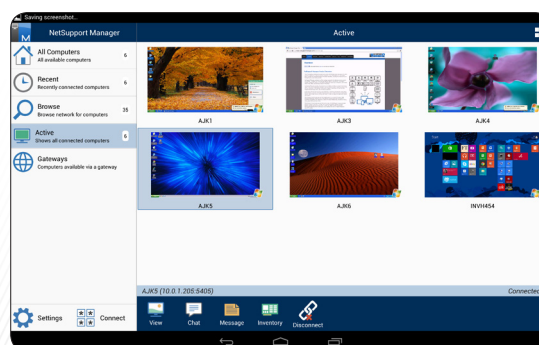
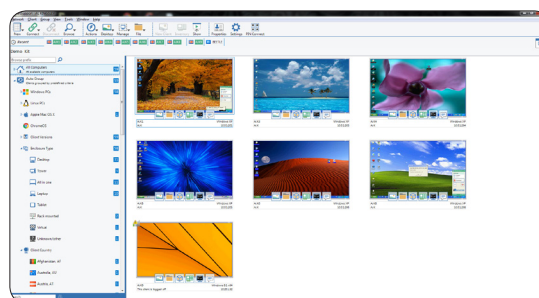
Remote control products fundamentally rely on flexibility in their approach to finding and connecting to end-user devices – no matter where they are located. NetSupport Manager provides a range of secure connectivity methods, all as standard.

- Browse, locate and connect to all systems across your LAN, WAN or over the internet.
- A single solution that allows you to remotely connect to Windows, Mac, Linux and Chrome OS desktops from a Windows PC, Apple Mac or, using the free-to-download NetSupport Manager Mobile Control, an Apple iOS or Android device.
- Connect over TCP/IP or HTTP protocols. (legacy support provided for IPX and NetBIOS).
- Communicate over LAN, WAN, Internet, PSTN, ISDN or mobile connections.
- Communicate seamlessly between systems that are all located behind different firewalls using the included NetSupport Internet Gateway component.
- Unique PIN Connect feature enables a technician to instantly locate a user anywhere across the enterprise, simply by both parties entering a matching PIN code.

## Remote Control

Consistently recognised in comparative reviews as offering the fastest remote control performance available on the market today, NetSupport Manager provides a range of tools to ensure disruption to critical systems is kept to a minimum.

- Watch, Share or Control the screen, keyboard and mouse of a remote workstation irrespective of colour depth, resolution, network protocol or operating system.
- Optimise the Remote Control colour quality when managing systems over very slow connections.
- Monitor the screens of all connected systems with real-time thumbnails. Mouse over a selected PC to Zoom your view.
- Conduct a two way chat session between selected multiple users in either text or full audio mode.
- Monitor the screens of all connected systems with real-time thumbnails, mouse over a specific thumbnail for an expanded view of each selected PC.
- Show your screen to any number of connected computers for real-time instruction.
- Annotate the screen to highlight areas of focus for an end-user.



*"Having NetSupport Manager has more than doubled the amount of problems we can resolve in a single day. Instead of taking five minutes to walk across site just to get to the PC with the issue, I could possibly have the issue resolved in that amount of time. NetSupport Manager has changed the face of IT support for our organisation forever."*

T.J. Samson Community Hospital, Kentucky

# NetSupport Manager

## Support Tools

- Obtain a real-time view of the hardware and software installed on the target workstation at the click of a button.
- View and Control Applications, Processes and Services running on the client. Remotely Power On / Off, Log On / Off or Reboot a client PC.
- Enable your NetSupport users to send help requests directly to your ServiceDesk when they need assistance.

## Move Information

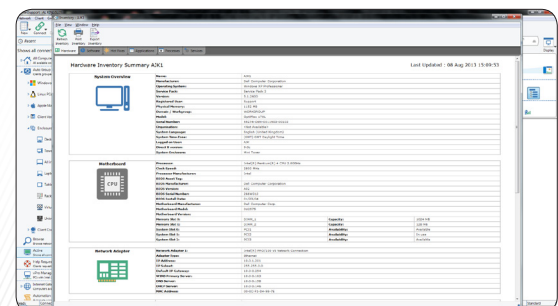
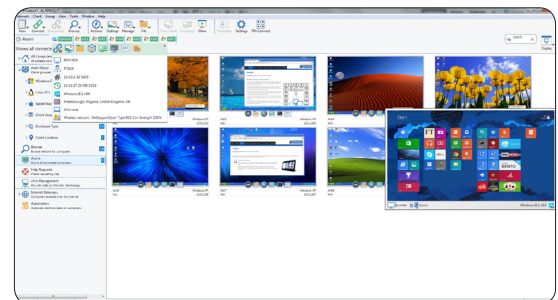
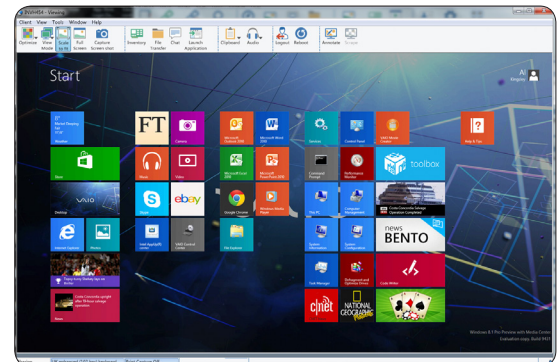
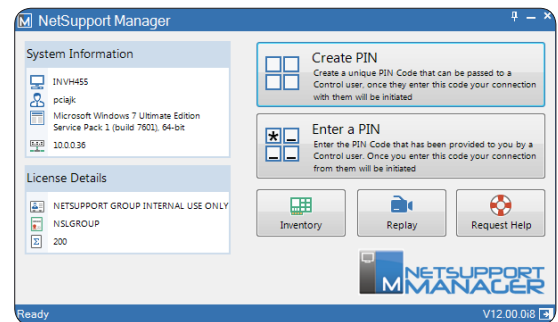
NetSupport Manager makes it incredibly easy to move files and data between systems.

- Transfer Files between the Control and Client computer, synchronise folders and more, even drop a file directly onto a remote desktop.
- File Distribution - move files from the Control PC to any number of connected systems in a single action.
- Launch applications on remote computers. Capture and redirect the remote computer's Print Queue to the Control PC.
- Powerful Scripting and Scheduling suite to automate frequent tasks.

## Security

Full and comprehensive security is built into all modules. Everything from simple password protection through to integration with NT Security, Active Directory and 256 bit AES encryption.

- Password Protection of all systems.
- User Acknowledgement - end user must be present and authorise each inbound connection request.
- Data Encryption - configurable options from 56 bit DES to 256 bit AES.
- Security Keys - makes the licensed copy of NetSupport unique to the organisation and non-compatible with other copies of the software.
- Record and Replay remote control sessions to keep history of all activity during a session.
- Auto logout of a remote system on disconnect to avoid leaving a system in a logged in state.
- Centrally deploy and manage security configurations from a single location.



*"It was clear early on that NetSupport Manager was going to answer a lot of our questions. The free 30-day trial period gave us plenty of time to get to grips with the software's capabilities and the transition to using the product full time was incredibly easy. Being able to support the Council's systems remotely has made life in our office a whole lot easier!"*

Bradley Smith, IT Support, Sudbury Town Council

For more information and to download a free 30 day trial visit  
[www.netsupportmanager.com](http://www.netsupportmanager.com)



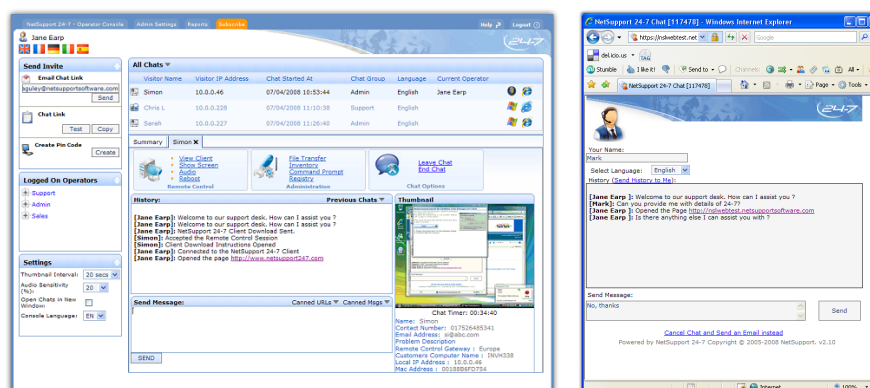
# NetSupport 247

Increasingly, interaction with customers relies on the flexibility and cost effectiveness of the Internet. Tools that typically provided a focus on technical and support functionality have needed to evolve and provide a single solution for full customer collaboration.

While NetSupport Manager provides customers with an installed remote support option, NetSupport 24-7 is a fully web-based solution catering for those who prefer the flexibility of an on-demand tool that requires no software pre-installation.

When a Customer needs assistance or instruction, they simply click on the provided link on the Vendor's website, and instantly they can begin a live Chat with a ServiceDesk operator. If the Operator is unable to resolve the user's problem, they can launch a dynamic client on their machine. This dynamic client is extremely small and makes absolutely no changes to their system configuration. Most importantly it only exists for the duration of the support request.

Once active, the Operator can call on a powerful range of NetSupport's PC administration and remote control tools to aid in problem resolution.

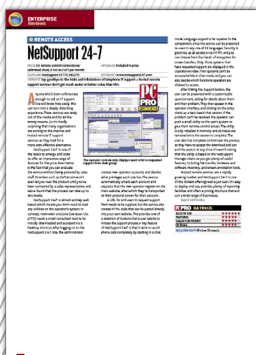


Click to read



Network  
Computing  
REVIEW

Click to read



PC  
PRO  
REVIEW

*"Choosing NetSupport 24-7 was an obvious choice for Concise IT. Our reputation for high level Network Support needs to be backed by the very best tools. NetSupport 24-7 helps us to meet all our customers demands - and then some!"*

*"We supply technical support to our external users and we needed remote access to their laptops to fix software problems. NetSupport 24-7 provides a cost effective solution that helps us provide a high quality of service to our users in the field. NetSupport 24-7 paid for itself within the first 2 weeks of installation, in time and user transport alone!"*

For more information and to download a free 14 day trial visit  
[www.netsupport247.com](http://www.netsupport247.com)

# NetSupport DNA

NetSupport understands that organisations have differing requirements, which is why our IT Asset Management solution is available in a flexible modular format, allowing you to pick and choose only those features that best meet the current needs of your business.

Installed and operational in under 30 minutes, NetSupport DNA combines Hardware/Software Inventory and License Management with detailed and fully customisable System Alerting, Software Distribution, Application/Internet Metering and Usage Control. With an innovative Energy Monitoring component, full Active Directory integration, optional ITIL-based Helpdesk and market-leading Remote Control, there has never been a better time to see how NetSupport DNA can save you money and time.

## Hardware Inventory

NetSupport DNA provides one of the most comprehensive and detailed Hardware Inventory modules available on the market today. A wealth of information for specific PCs is provided, ranging from CPU types and BIOS to memory and memory slots used. Reports are displayed either for a single PC, a selected Department, condition based "Dynamic Group" or for the Company overall. For use in conjunction with the NetSupport DNA Asset Management suite, the NetSupport DNA Mobile Console App can be downloaded for free from the Google Marketplace or the Apple iTunes stores. Visit [www.netsupportdna.com/mobile.asp](http://www.netsupportdna.com/mobile.asp) for more information.

## Software Inventory

Featuring a detailed summary of all installed programs and applications detected on each PC, NetSupport DNA helps organisations manage license compliance and reduce software overspend by accurately reporting installed software and proactively identifying PCs with software that has no or low usage.

## System and PC Alerting

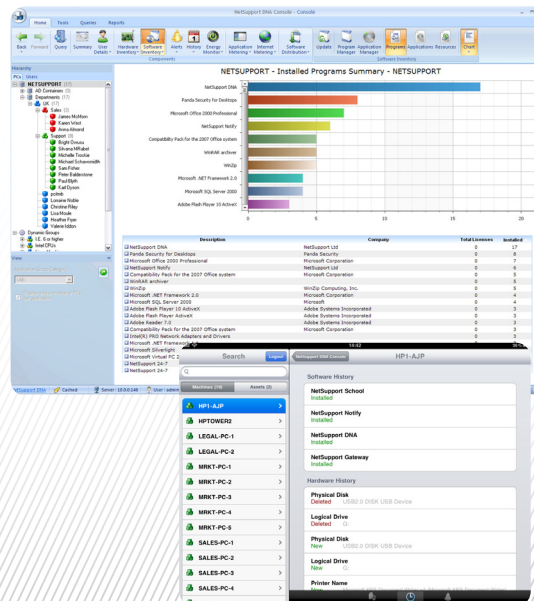
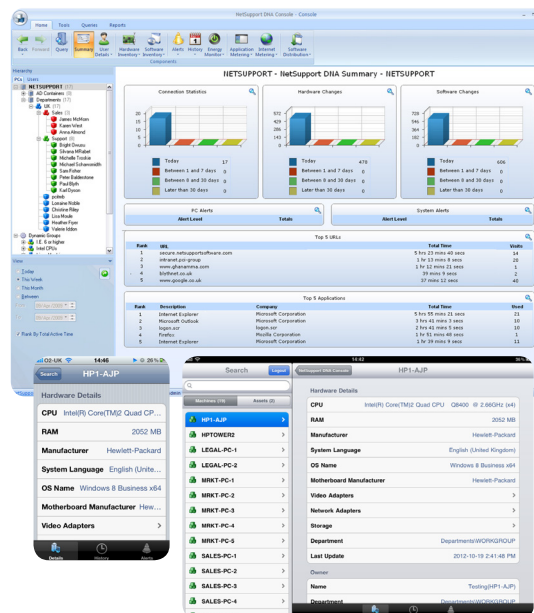
Identify real-time changes or conditions that occur on a specific PC or in the data gathered by NetSupport DNA.

## Energy Monitor

NetSupport DNA provides a positive step in the direction of efficient and cost effective energy usage. The Energy Monitor component provides a simple and concise high level summary of potential energy wastage across an organisation by computer systems that are left powered on out of specified business hours.

## Application Metering and Control

Knowing how frequently a specific application is being used will allow for both effective control of software budgets and a realistic prediction of future software renewals and investments. NetSupport DNA offers an Application Metering component which reports all applications used on each Windows PC, detailing the time the application was both started and finished and the actual time it was active and in use.



"In an organisation like ours, with a very dispersed network and where volunteers and professionals work together, we try to simplify our IT processes and for that we need a program like NetSupport DNA. We chose NetSupport for its ease of use and its power, as well as the ability to install DNA on other operating systems such as Linux. Our experience has been highly positive."

David Merino, Head of IT, Unicef





# NetSupport DNA

## Internet Metering and Control

NetSupport DNA provides a detailed summary of internet activity on each Windows PC, allowing for effective monitoring across the enterprise. Access to websites can be controlled by the use of approved lists and restricted to certain times of the day.

## Software Distribution

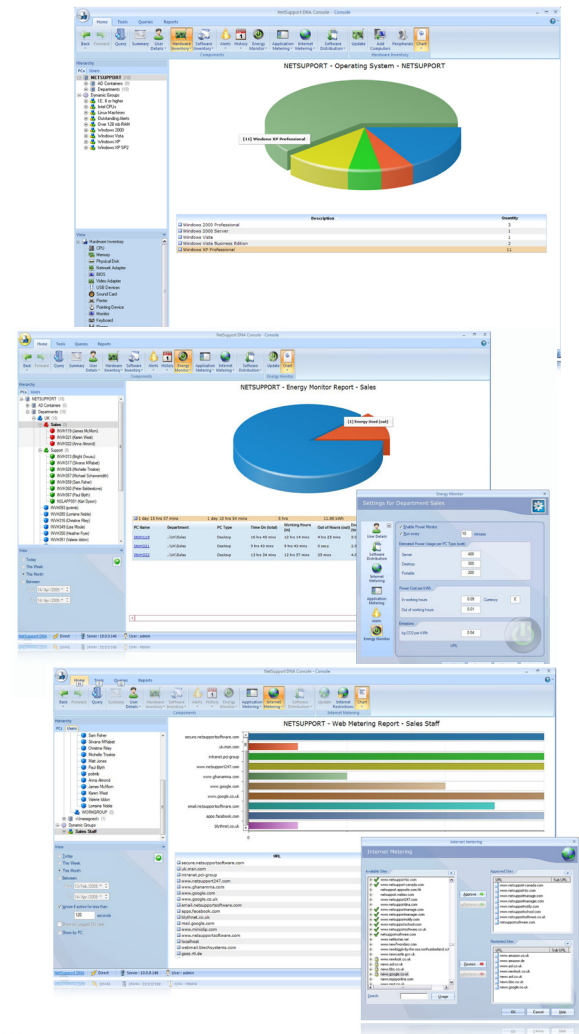
NetSupport DNA provides a multi-delivery option for Software Distribution enabling packages to be 'pushed' out to target PCs.

## Remote Control

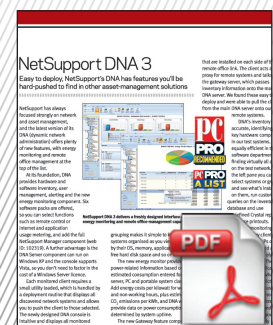
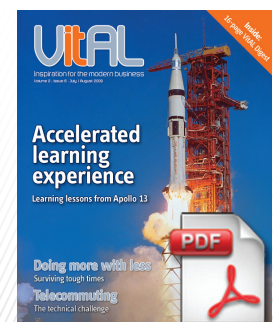
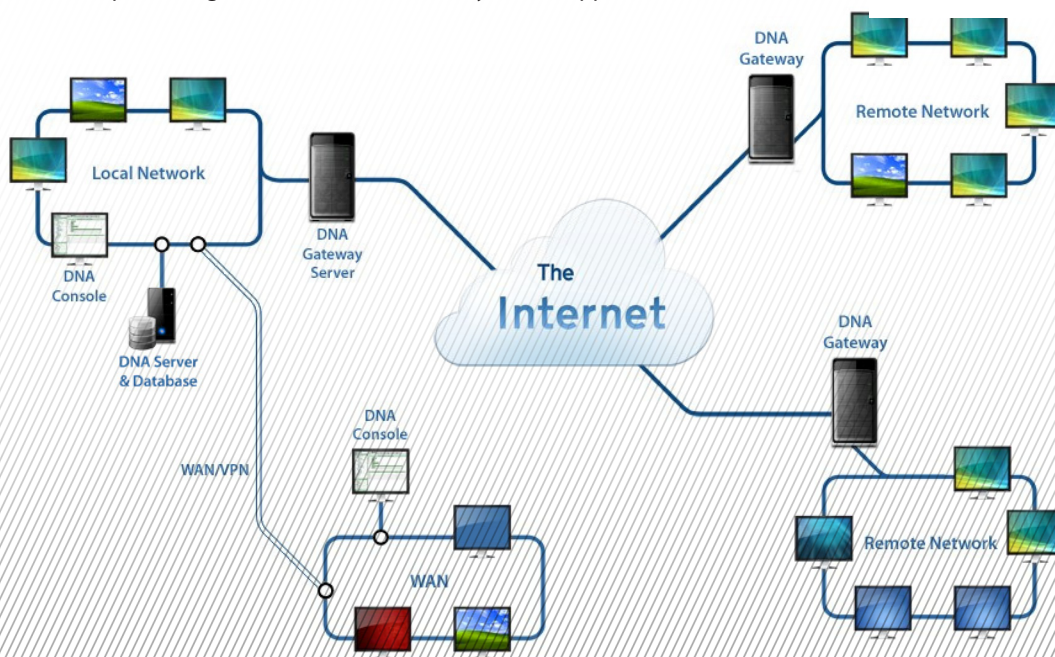
DNA Remote Control offers advanced functionality for the effective management of remote workstations. Watch, Share or Control the screen, mouse and keyboard of target PCs irrespective of operating system and network protocol. Includes full message and text chat facilities, comprehensive security, multi-platform support and desktop integration. Alternatively, for a more powerful remote control solution, the full NetSupport Manager package is offered as an extra module.

## ITIL Compliant Helpdesk

Available to purchase as part of the full DNA Asset Management suite or as a standalone solution, NetSupport ServiceDesk is a powerful and entirely web-based service management solution.



Schematic representing the extended connectivity of NetSupport DNA



For more information and to download a free 30 day trial visit  
[www.netsupportdna.com](http://www.netsupportdna.com)

# NetSupport ServiceDesk

Service management and helpdesk staff know that meeting user expectations, minimising the amount of system downtime and keeping a history of all issues and resolutions is the key to providing quality support.

With Incident, Problem and Change Management modules and SLA support, NetSupport ServiceDesk is ideally suited for small and medium sized organisations, yet fully scalable for the larger enterprise.

Browser-based and with a fully customisable interface that supports both desktop and mobile platforms, robust workflow processes, intuitive reporting and a customer-friendly self-service portal, NetSupport ServiceDesk is guaranteed to take the strain out of service delivery!

## Flexible and Robust Incident Management

Automatic assignment of Incidents to operators based on pre-defined customer rules for either Problem Type or User Type. Pre-populated templates for quick and efficient logging of service requests

## Full User Management Capabilities

Active Directory synchronisation and the ability to import user departments and companies from other systems.

## Customisation

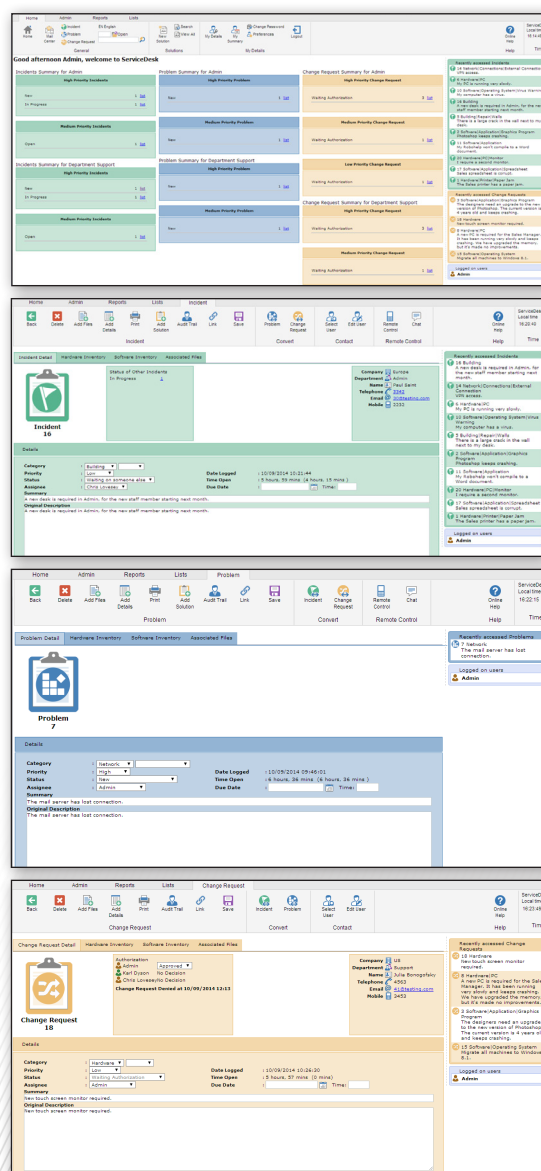
Customisation to suit your individual needs. Custom Data Designer allowing for customised data fields, profiled operator access with customised functionality and personalised Home and Exit pages, streamlined creation of a solutions database to aid future help requests and a multilingual user interface.

## Powerful and Detailed Reporting

NetSupport ServiceDesk offers a wealth of intuitive management reports and statistics to ensure you are fully informed including: a selection of pre-defined status reports (Total Calls in, Status of Calls, Average resolution time and more); a real-time dashboard showing a rolling display of current incident statistics; and for added flexibility there's even a user-friendly custom report designer.

## Automated Escalations and Notifications

Send Email Notifications using fully customisable email templates. Automatic escalation of Incidents based on customer-specific rules.



"After meeting numerous ServiceDesk suppliers I was impressed with Netsupport's solution as this met our needs, allowing all schools and field engineers access to the ServiceDesk via a web browser. In my opinion NetSupport ServiceDesk is very good value for money offering features other products charge a premium for. On top of this, support provided for the product is 1st class."

Paul Levette, IT Support Manager, Tower Hamlets Borough Council

For more information and to download a free 30 day trial visit  
[www.netsupportservicedesk.com](http://www.netsupportservicedesk.com)

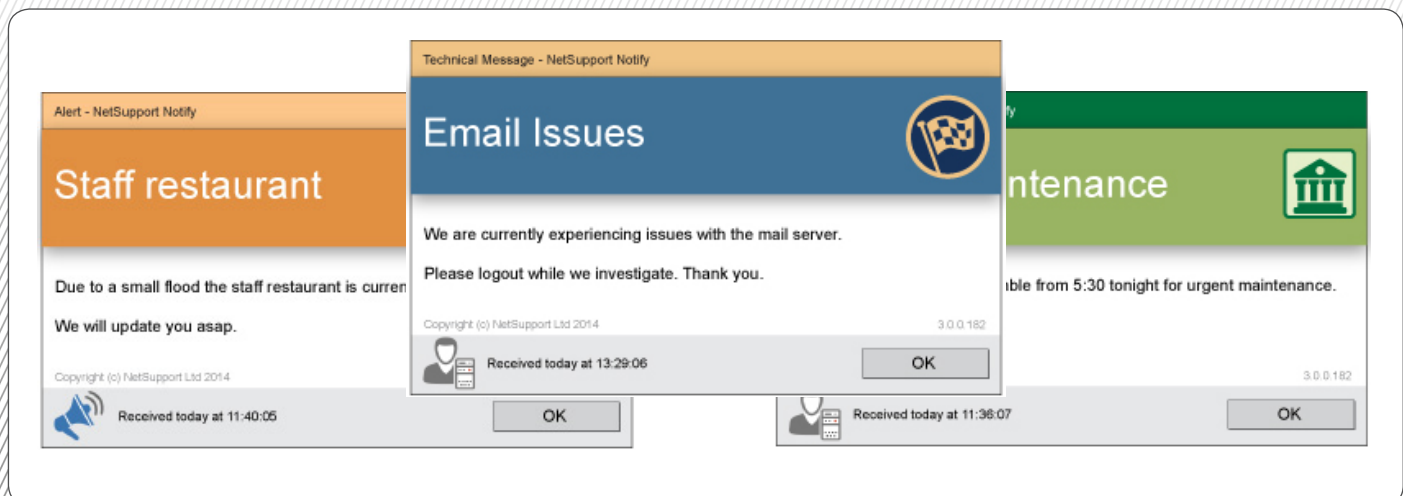


# NetSupport Notify

NetSupport Notify cuts through the distractions to communicate directly and immediately with users. Instant Messaging, e-mail, internal Intranets and RSS feeds are all passive forms of communication that rely solely on the user to look for and read information...when they choose. NetSupport Notify delivers the information instantly and ensures the user's attention is gained.

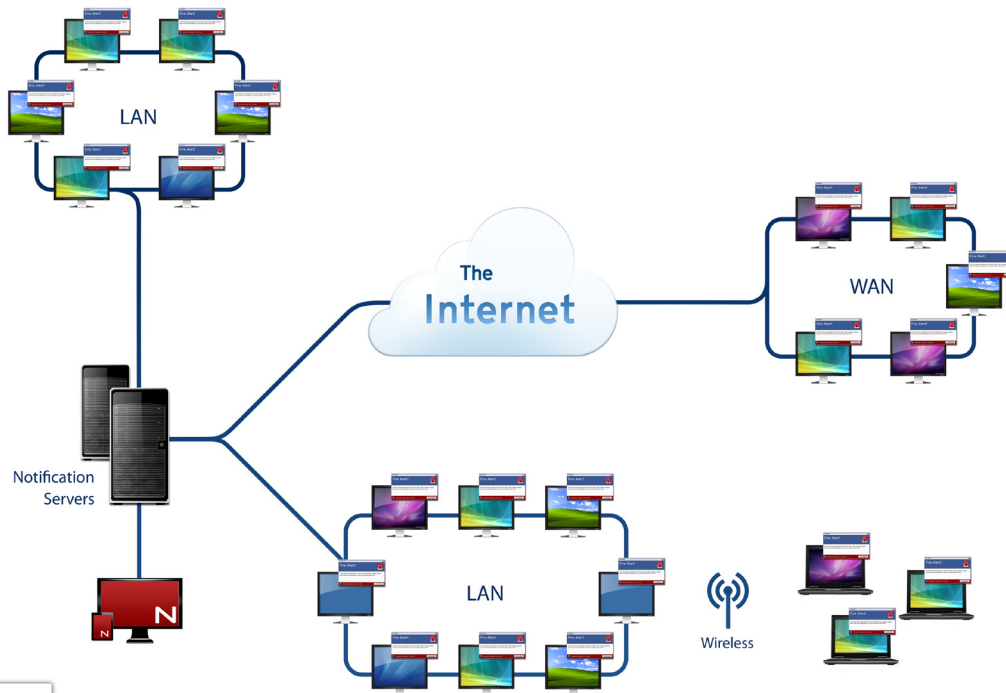
Site administrators and security personnel can use NetSupport Notify to send emergency alerts and notifications to users efficiently. Emergency evacuations, security concerns and fire drills are just some of the scenarios where a notification system can be an essential addition to your network tools. You can even pre-schedule alerts to occur on a daily, weekly or monthly basis at any given time. Each message can carry a priority level and a request for acknowledgement. The delivered message automatically takes screen focus on recipient computers and can be accompanied by an audible alert.

- Add to your concise message by including clickable links in alerts to direct recipients to additional supporting resources.
- Support for linked URLs in alerts.
- Customise both Alert and Font colours and also feature organisation logo or branding in all notifications.
- Flexible Delivery Options - display for "XX" seconds, Require User Confirm, Auto Close after "XX" seconds and so on.
- Central Audit log and detailed reporting of all messages sent, received and acknowledged.
- Schedule routine Alerts to run weekly, daily, even hourly or at fixed times or dates.
- Control ability to send alerts by Active Directory (AD) policy.
- In time critical scenarios, use a hotkey combination to send pre-prepared emergency responses.
- Send notifications from a Windows PC or on the move from a tablet/smartphone (Android and iOS).
- Send to Windows, Mac and Linux desktops or to unattended public information displays.
- Notification gateway component included as standard for seamless and secure enterprise-wide delivery of messages to multiple sites.

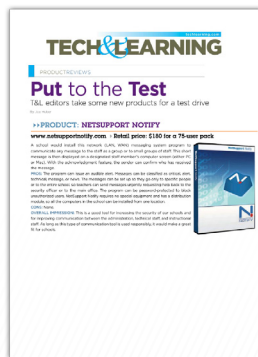


# NetSupport Notify

No external services are needed, simply setup one or a number of notification gateways, deploy the agent's software to all computers and any unattended information displays, and the console software to all relevant operators. Alerts can also be sent via a web-based console, removing the need for software installation, yet retaining strict user security and control.

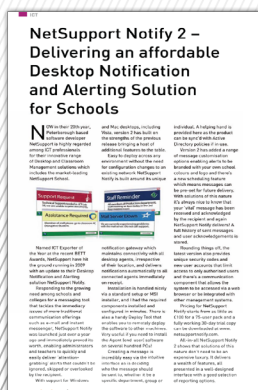


Click to Read



**TECH & LEARNING**  
REVIEW

Click to Read



**FE REVIEW**

*"The Trust required a solution to be able to notify users immediately, mainly for risk issue notification and also from an IT perspective for notification of service issues. We chose NetSupport Notify as it fit the bill entirely, allowing us to distribute the console to several departments who can then send targeted notifications with differing levels of priority."*

Kettering General Hospital

*"Using NetSupport Notify allows us to reliably and securely communicate with our staff without relying on email or Instant Messages. We also make use of the assignable severity levels (critical, alert, message) depending on the nature of the messages."*

KINEX IT Consulting

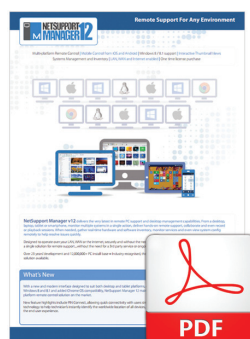
For more information and to download a free 30 day trial visit  
**[www.netsupportnotify.com](http://www.netsupportnotify.com)**



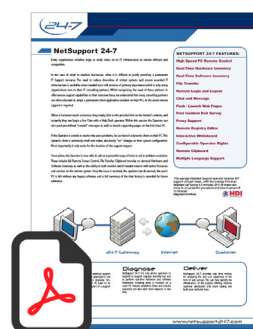
A selection of our industry awards:



For more detailed product information please click to view the required brochure.



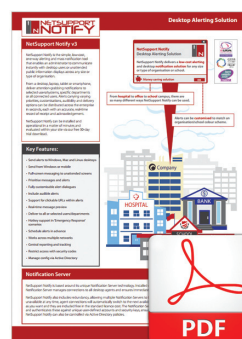
NetSupport Manager



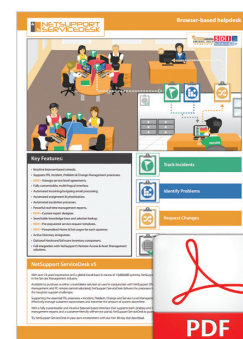
NetSupport 24-7



NetSupport DNA



NetSupport Notify



NetSupport ServiceDesk



A selection of our Corporate Customers

NetSupport