NetSupport

The sky's the limit

2022 EDITION

Powerful
Remote Control

IT Asset
Management
and Reporting

Alerting
and Lockdown

HelpDesk
and Ticketing

Corporate
Education
and Training

> We found NetSupport DNA **more user-friendly and robust** than the alternative products.

City of Dickinson

NETWORKcomputing AWARDS 2020 ★ FINALIST ★

> NetSupport School **works seamlessly and flawlessly** across each classroom!

Emerson PSS

About us...

With 33 years' experience and 18 million users, NetSupport is a leading producer of corporate software solutions worldwide. Providing organizations with all the essentials for successful IT management, NetSupport also helps you achieve best practice and maximize resources.

Our award-winning solutions:

PINK

> NetSupport Notify is **exactly the product we needed** at a great price!

Reynolds Auto Group

Redmond **MVP** Most Valuable Product

IT Asset Management and Reporting

Powerful Multi-Platform Remote Control

Corporate Education and Training

Alerting and Lockdown

HelpDesk and Ticketing

> NetSupport Manager is **a fantastic solution** with a great set of features!

Insuring America

AI EXCELLENCE AWARDS

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

Oklahoma One Call

NetSupport DNA

IT Asset Management and Reporting

This easy-to-use solution provides organizations with the tools to manage technology across all platforms, in and out of the office. NetSupport DNA has the flexibility to scale with your business needs - from a single SMB through to larger multi-site implementations - without breaking the budget.

The complete solution for managing technology

Supporting up to 10,000 devices, this easy-to-use solution provides organizations with the tools to manage technology in and out of the office. 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, while maintaining a secure and reliable network. From staying ahead of potential IT issues before they escalate, to automating tasks or viewing a handy software distribution status report, 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 cycles.

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

KEY FEATURES

- Hardware inventory and discovery
- Software license management
- Internet and application metering
- Endpoint security
- System-wide alerting
- Energy monitoring/Power management
- Automatically update via smart update, GPO, or SSCM
- Remote Control and admin tools
- User management/activity monitoring
- Multi-site support and management
- Instruction and training module (optional)
- Plus much more!

NETWORKcomputing AWARDS 2020 FINALIST

PC PRO RECOMMENDED

PINK

"With NetSupport DNA, I now feel we are becoming more responsive and proactive without the user even seeing it. "

– KCEOC Community Action

www.netsupportdna.com
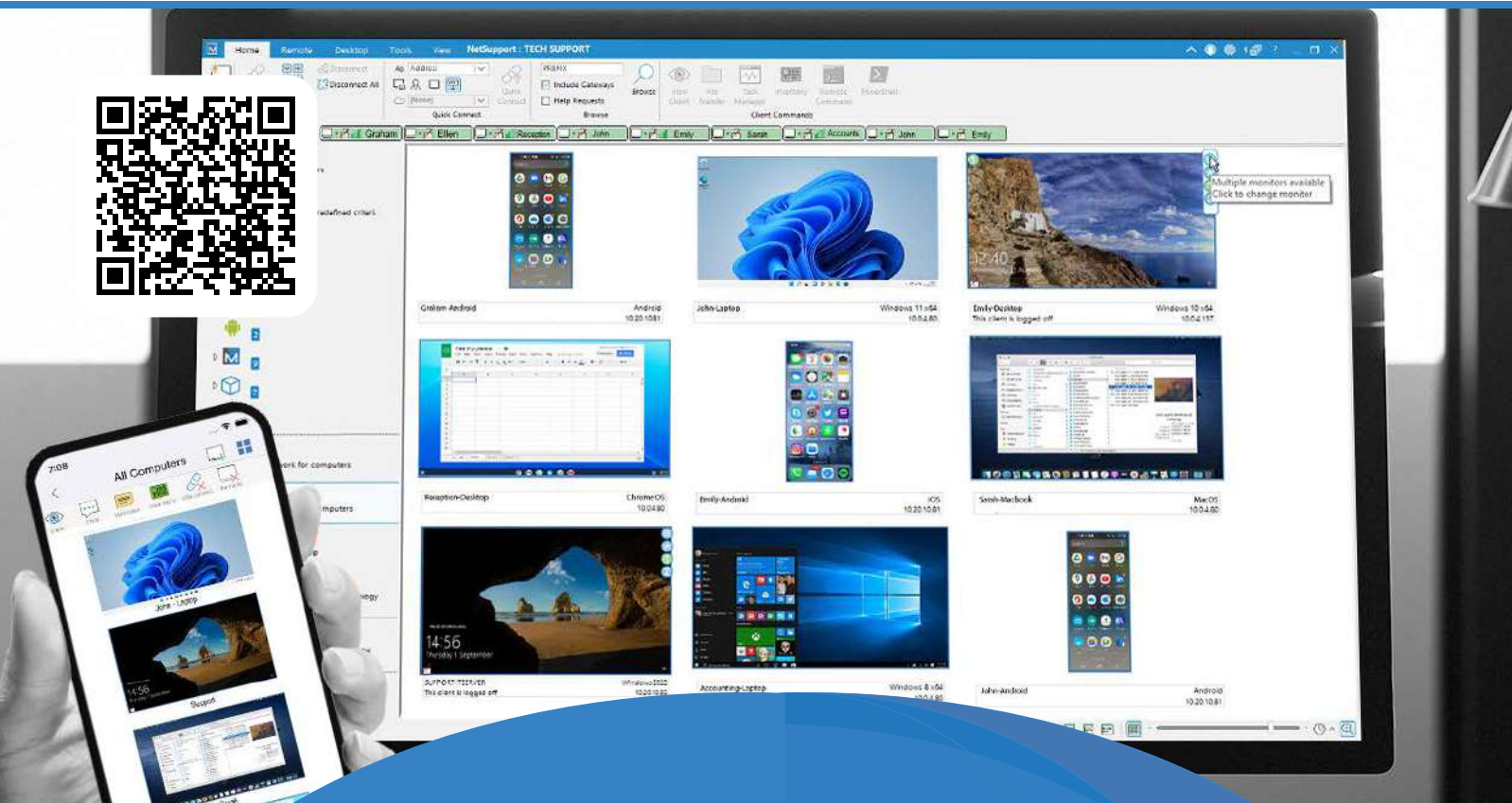
NetSupport Manager

Powerful Multi-Platform Remote Control

For businesses 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 organization.

Secure, multi-platform remote access to workstations and servers

With workforces now dispersed across hybrid work environments, having the technology to allow employees to operate effectively while staying secure is key for every organization. NetSupport Manager has consistently led the way with innovative features to aid remote PC management. Designed to operate over your LAN, WAN, or the internet, securely and without the need for firewall configuration, it provides a single, high-speed solution for the remote management of critical systems, servers, and users – with no need for third-party services 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 2FA, activity logs, 256-bit encryption, smart card support, AD integration, and more.

It also enables IT teams to provide remote support to staff off-site and allows staff working remotely to access their work PC and applications safely and securely from home.

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

"NetSupport Manager does exactly what we need."

– Dickie McCamey

KEY FEATURES

- Fast and secure connection
- Watch, share, or control the screen
- View estimated location of devices
- 2FA, plus a range of encryption levels
- Gateway encryption with SSL/TLS certificates
- Secure Gateway with load balancing options
- Screen annotation and recording
- Chat, message, and interact with users
- System management tools
- Unique PIN Connect feature
- Real-time hardware/software inventory
- Supports Windows 11
- Buy once, own forever
- Plus much more!

www.netsupportmanager.com

NetSupport School

Corporate Education and Training

NetSupport School is a flexible, multi-platform, fully-featured instruction and collaboration solution that's great for training employees in all kinds of environments.

Grow great teams to drive business success

Great teams don't create themselves – they must be nurtured with the right tools to drive business success and empower growth. Whether it's onboarding new employees, staff development, or routine training, it's essential to have a flexible solution to foster better teams.

Despite its title, NetSupport School isn't just for schools; it's a flexible, fully-featured instruction and collaboration solution that is suitable for learners of all ages in all kinds of environments.

It provides a wide range of possibilities for collaborative instruction, assessment and group working – as well as allowing tutors to guide and present directly to trainees' devices. For greater engagement with the session, NetSupport School also offers tools to allow trainees to interact, question and assess any information presented. It also provides each student with a journal of session content for them to refer to afterwards – for maximum retention.

Education Alliance Finland — CERTIFIED PEDAGOGICAL QUALITY

TECH & LEARNING AWARDS OF EXCELLENCE WINNER

NTA National Technology Awards 2021 SHORTLISTED

"NetSupport School allowed us to "see" their screens and help them adjust/correct/troubleshoot workshops during the course of our class day… NetSupport School is flawless!"

– Emerson PSS

KEY FEATURES

- Easily connect to roaming attendees with pre-defined 'class' lists
- Pre-created lesson plans and content delivery
- Support collaboration with interactive virtual whiteboard and collaborative chat
- Allow break-out groups or individuals to be assigned instruction tools with Group Leader mode
- Multi-connection support to allow multiple instructor connections to a single PC
- Replay (video) delivered to each trainee's PC automatically after a presentation
- Hand out/collect coursework automatically, plus real-time surveys and testing
- Integrate with optional remote control tools to conduct training anywhere
- Plus much more!

www.netsupportschool.com

> We have used NetSupport DNA and NetSupport Manager for many years and it has saved us money and time.

The Egging Company

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

St Joseph's Health

> We found NetSupport DNA to be **more user-friendly and robust than alternative products** offered by other vendors.

City of Dickinson

> NetSupport Notify is **excellent software** for pushing critical notifications out to staff.

Farmers State Bank

> NetSupport Manager is a fantastic solution with a **great set of features!**

Insuring America

> We have been using NetSupport Notify for 9 years and **have never considered another product**.

Village of Bartlett

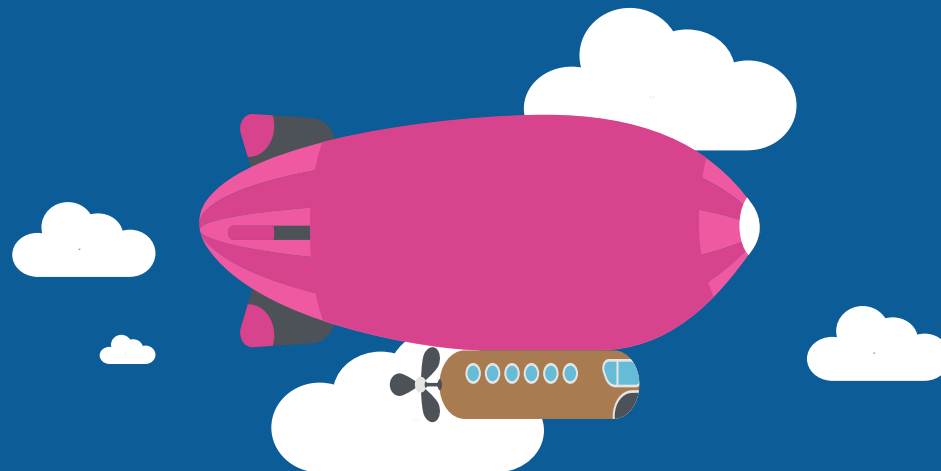> NetSupport Notify has been **extremely useful** in emergency situations.

State Government Agency

> We were impressed by DNA's inventory features.

Osceola County Property Appraiser

> NetSupport Manager **has saved us time**, as everything is done from one single point.

Oklahoma Steel and Wire

> NetSupport Notify is an **invaluable piece of software** to keep users informed of important notices or events.

Wayne County

> NetSupport Manager is **exactly what we were looking for!**

Yokogawa

> Customer support is very helpful, account manager is readily available and it's easy to install the NetSupport Notify software.

Southwest Airlines

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

KCEOC Community Action

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

Oklahoma One Call

> We were **delighted at the ease** with which NetSupport DNA and ServiceDesk integrated and complemented each other.

LA Fitness

> With NetSupport Notify, we are able to push desktop notices to all of our users **with no effort**.

**Reynolds Auto Group**

NetSupport Notify

Alerting and Emergency Lockdown

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

Enhance communication and boost emergency and lockdown procedures

Using NetSupport Notify, organizations can communicate effectively with staff using one-way alerts and notifications – sending them to desktop users across the company, those working remotely on work devices, and even to 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.
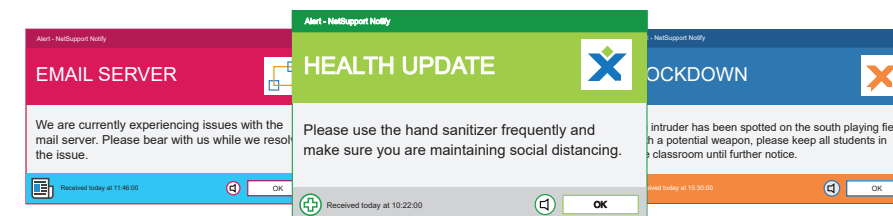
Scaling to the largest of organizations with multiple sites, NetSupport Notify also provides real-time status of notifications and acknowledgments - as well as delivering pre-scheduled alerts.

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.

"Excellent response to customer needs. Product has been extremely useful in emergency situations."

– State Governmental Agency

KEY FEATURES

- Low cost
- Multi-platform support
- Send 'full screen' messages
- New Health and Security notifications
- Mobile console for Android and iOS
- Send targeted alerts to selected groups
- Send alerts to an unlimited number of users
- Customize alerts with your branding
- Include custom audio alerts
- Send to 10,000 users across multiple sites
- Send to IP ranges
- Flexible delivery options
- Full reporting and tracking
- Plus much more!

www.netsupportnotify.com
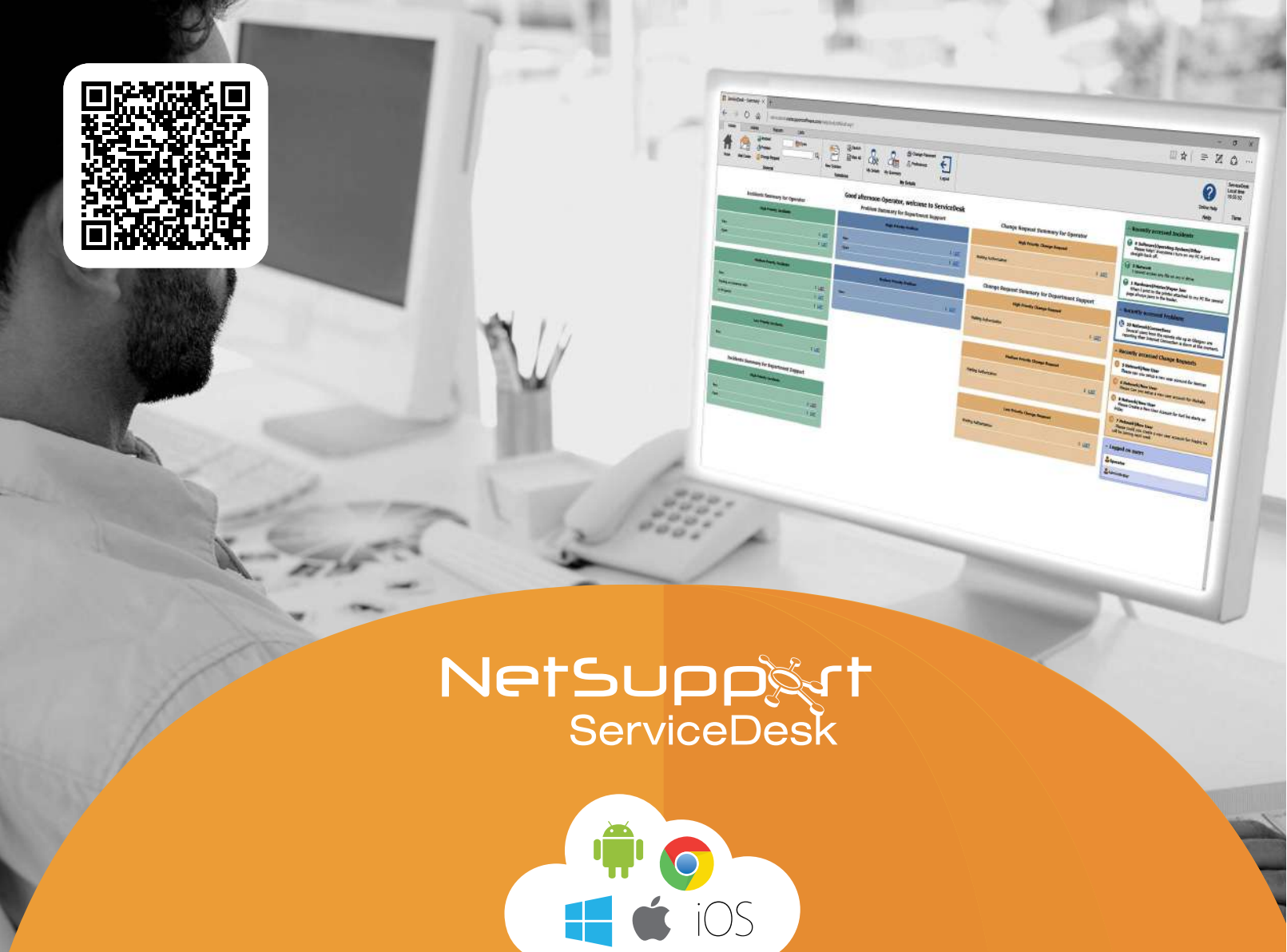
NetSupport ServiceDesk

HelpDesk and Ticketing

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.

Effectively resolve the toughest support challenges

Easily integrated into any organization's existing IT infrastructure, NetSupport ServiceDesk delivers the processes needed to help effortlessly track, organize, 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 customizable 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.

"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

KEY FEATURES

- Incident management
- Change management
- User management
- Problem management
- Service level management
- Preview current status in real time
- Customizable, 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!

www.netsupportservicedesk.com

NetSupport