NetSupport

THE DRIVING FORCE BEHIND SCHOOL I.T. SOLUTIONS

Complete IT Asset Management and Reporting

Classroom Instruction and Monitoring

Primary Assessment, Tracking and Journalling

Safeguarding, Keyword Filtering and eSafety

2020 EDITION
The Rolls-Royce of classroom management software, with a bundle of ‘bonus’ features included in the price.

Frankly, NetSupport DNA seems to have natural abilities verging on the divine!

Unbeatable range of classroom management features and is, in many ways, the best of its kind on the market.
About us...

With 31 years’ experience and 18 million users, NetSupport is a leading producer of education software solutions worldwide. Providing schools and Trusts with all the essentials for successful school IT management, NetSupport also helps staff achieve best practice and maximise resources.

Our award-winning solutions:

- Complete IT Asset Management and Reporting
- Classroom Instruction and Monitoring
- Safeguarding, Keyword Filtering and eSafety
- Primary Assessment, Tracking and Journalling
- School Alerting and Emergency Lockdown
- HelpDesk and Ticketing
- Powerful multi-platform Remote Control

We work with:
New feature – See at a glance where to use your tech more effectively with Efficiency view.

Welcome to NetSupport DNA

COMPLETE I.T. ASSET MANAGEMENT AND REPORTING

This easy-to-use solution provides schools and Trusts with the tools to manage technology across all platforms in the classroom and across the school, while safeguarding students and assisting with GDPR compliancy. Network Managers, Safeguarding Leads and Teachers all benefit from dedicated toolkits allowing them to achieve best practice.
THE COMPLETE SOLUTION FOR MANAGING SCHOOL TECHNOLOGY

This easy-to-use solution provides schools and Trusts with the tools to manage technology in the classroom and across the school, while safeguarding students and supporting teachers.

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

Armed with a complete overview of school IT activity, NetSupport DNA helps technicians work smarter whilst maintaining a secure and reliable network. From staying ahead of any potential IT issues before they escalate, to automating tasks, NetSupport DNA not only helps save time but also boosts security and productivity.

It also gathers a wealth of device and usage data to inform decision making and allow accurate planning of future IT spending and refresh plans.

Helping schools to achieve best practice, NetSupport DNA also includes a safeguarding toolkit to help meet eSafety requirements, as well as optional classroom management tools to support a technology-enhanced teaching environment.

“NetSupport DNA offers a vast amount of additional functionality compared to other solutions”

– Newquay Education Trust

KEY FEATURES

› Hardware inventory and discovery
› Software licence management
› Internet and application metering
› Endpoint security
› System-wide alerting
› Energy monitoring
› Power management
› Remote Control and admin tools
› User management/activity monitoring
› Multi-site support and management
› Safeguarding suite
› GDPR toolkit
› Classroom Management (optional)
› Plus much more!
Maintain a safe learning environment for staff and students whilst meeting the latest Government requirements – with NetSupport DNA’s dedicated safeguarding toolkit.
ENHANCE YOUR ONLINE SAFEGUARDING

As technology increases in schools, it’s essential that they have the tools in place to protect students as they access online resources for learning, as well as be able to identify and support those with safeguarding issues.

Designed to be operated independently of the IT team, NetSupport DNA’s safeguarding toolkit provides both proactive and reactive tools. Developed with teachers, safeguarding leads, local authorities and the Internet Watch Foundation, the tools are relevant, effective and, most importantly, up-to-date – further enhancing schools’ safeguarding policies.

NetSupport DNA’s dedicated safeguarding module ensures that a school’s safeguarding team has a tool to give them a view of trending topics, activity and intelligence – and its language pack support ensures schools can extend their safeguarding provision to an even wider group of students. Being able to see what students are typing, searching for or copying across a range of safeguarding topics (e.g. cyberbullying, eating disorders, mental health and so on), means staff can be aware of current issues and have the right support in place – keeping them one step ahead of the challenge.

“The eSafety and safeguarding products are great and have helped to support our safeguarding practices.”
– Ifield School

KEY FEATURES

› Contextual intelligence-based Risk Index
› Cloud-based safeguarding console
› Safeguarding alerts
› Keyword monitoring
› Word cloud of trending safeguarding topics
› Student ‘Report a Concern’
› Track ‘at risk’ student activity
› iOS and Android internet safety browser
› Language packs for EAL students
› Application metering
› Internet metering
› Enforce Acceptable Use Policies
› Prevent Duty/KCSIE compliance
› Screen capture/record
› Online safeguarding resources
› Plus much more!
Classroom Instruction and Monitoring

With over 30 years' development expertise, classroom management solution, NetSupport School, not only saves teachers' time and maintains students' focus in an ICT environment, but also improves learning outcomes – regardless of the preferred learning style.

New feature – Easy mode enables tech-shy teachers to use basic classroom management tools with one click.

New feature – Get an insight into students' wellbeing via several visual options with Student Feedback mode.

Welcome to NetSupport School
Included in NetSupport DNA (optional)

CLASSROOM INSTRUCTION AND MONITORING

With over 30 years' development expertise, classroom management solution, NetSupport School, not only saves teachers' time and maintains students' focus in an ICT environment, but also improves learning outcomes – regardless of the preferred learning style.
LEVERAGE THE FULL VALUE OF TECHNOLOGY-ENHANCED TEACHING

With dedicated assessment, monitoring, collaboration and control features all easily reached through its intuitive interface, NetSupport School allows teachers to leverage the full value of technology-enhanced teaching.

Developed with Ofsted best practice in mind, it delivers a range of content formats, encourages interaction and monitors students’ PCs to help improve focus and attainment.

And with a host of easy-to-use tools available in just one click, NetSupport School helps teachers to maximise classroom time and ensures their focus can remain firmly on teaching.

Working seamlessly across all types of platforms and devices, and specifically designed in consultation with teachers to meet their needs in the classroom, it’s no wonder NetSupport School is the complete classroom management solution of choice.

“I really enjoy being able to take control of the children’s computers to show work and steps that they must follow to be successful.”

– Elmlea Junior School

KEY FEATURES

- Student screen monitoring
- Testing and assessment tools
- Language Lab module
- Internet and application metering
- Digital journals of lesson content
- Real-time instruction tools
- Teacher, TA and Student apps
- File collection and distribution
- Student screen sharing
- Virtual whiteboard
- Student account management
- Exam lockdown
- Multi-platform support
- Lock screens
- Reset students’ system passwords
- Plus much more!
ReallySchool provides schools with an essential tool for evidencing learning, assessment, progress and parent communication. The intuitive app is easy to use and helps teachers and TAs quickly and easily capture pupils’ learning experiences. It is already saving teachers up to two hours each day as they undertake observations and assessments for all the pupils in their classes.
AN INTUITIVE APPROACH TO CAPTURING STUDENT LEARNING

ReallySchool offers a flexible approach to capturing and assessing observations using pre-populated assessment criteria that can be changed on the fly. To ensure you can get top quality observations, any number of learning areas and students can be selected and changed during an observation. You can indicate the level of support and understanding, use photo, video and audio files as evidence – and so much more.

ReallySchool creates beautiful journals and reports where you can easily measure learning and progress of students, classes and year groups. We also believe it is important to celebrate student success, so you can use badges to show achievement. All of this can be instantly shared with parents and carers, who can access our dedicated app anytime, anywhere.

We’ve worked closely with primary school teachers and teaching assistants on ReallySchool’s development to ensure it delivers real benefits for everyday use – and the feedback has been outstanding.

Helping schools create quality evidence of pupils’ learning in an easy and flexible way, ReallySchool really is... really cool!

“ReallySchool is a great resource that is very effective in supporting practitioners as they collect and collate observations of our children’s learning and progress.”

– Hampton Lakes Primary School

KEY FEATURES

▷ Individual and group notes
▷ Photo, video and audio evidence
▷ Pre-populated assessment criteria (including many different frameworks)
▷ Select level of support
▷ Indicate pupil understanding
▷ Award student badges for achievement
▷ Student journals and reports
▷ Class and leadership reports
▷ Instantly share learning with parents
▷ Enable and respond to parent comments on observations
▷ Add houses
▷ Classify staff roles
▷ Apply timeline and report filters
▷ And much, much more!
Schools are fast realising the benefits of using mass notification solutions such as NetSupport Notify to boost school communication and support their emergency and lockdown procedures.
ENHANCE COMMUNICATION AND BOOST EMERGENCY AND LOCKDOWN PROCEDURES

Using NetSupport Notify, schools can communicate effectively with staff and students 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 schools 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 and students instantly have the information they need to work effectively and stay safe in any emergency situation.

“It is fantastic for notifying classrooms when we initiate the lockdown procedure!”
– Furze Down School

KEY FEATURES

- 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!
Helpdesk and ticketing

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

Easily integrated into a school’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 schools 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 school 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.

“NetSupport ServiceDesk has enabled us to streamline our helpdesk processes and provide a more timely service to end-users.”

– Warrington and Vale Royal College

KEY FEATURES

- Incident management
- Change management
- User management
- Problem management
- Service level management
- Preview 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!
For schools 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 a school or Trust.
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 – 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 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.

“On-premises remote support perfection, with a wealth of valuable features at business-friendly prices.”

– PC Pro 2019 Review

KEY FEATURES

- 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 multi-language capability for tracking keywords was a huge bonus for us.

I highly recommend ReallySchool. It’s a fantastic product that has made a huge impact in the classroom.

I use NetSupport DNA every day. I love the eSafety module, it is very helpful in safeguarding our students.

NetSupport DNA has to be one of the best IT Asset Management solutions on the market.

The eSafety and safeguarding products are great and have helped to support safeguarding practices at the school.

NetSupport School is the best product we have used to date!

NetSupport Notify is an important tool in our emergency plan.

NetSupport enables us to help keep students safer online; a necessity to aid with safeguarding and online wellbeing.

THE DRIVE BEHIND SOLUTIONS

Darlington College

Beverley High School

Teach Secondary Magazine
Easy, reliable – the whole package **ticks a lot of compliance boxes** at an affordable price.

NetSupport DNA has already saved us money. The **IT team loves it**. It really has **made a big difference to us**.

NetSupport **blasts its competitors away** with its functionality, **ease of use** and **excellent safeguarding features**!

*Brighton and Hove High School*

NetSupport DNA **addresses a major part of the Ofsted safeguarding requirements** - without increasing the administrative overhead.

*Cambridge Meridian Academies Trust*

An **unbeatable range of classroom management features** and is, in many ways, the best of its kind on the market.

*Wales High School*

The first time we tried NetSupport Notify, we knew it was the **solution to our problems**.

*Thomas Deacon Academy*

NetSupport has **revolutionised teaching and learning** at our school.

*PC Pro Magazine*

This is the way that software is supposed to work - quickly, easily and well. **A joy 10/10**.

*Jack Hunt School*

*Holmforth Junior School*

*ICT for Education Magazine*