NETWORK & IT MANAGEMENT

CLASSROOM MANAGEMENT

SAFEGUARDING & ESAFETY

PRIMARY ASSESSMENT

30
YEARS YOUNG

NetSupport

30 YEARS OF AWARD-WINNING SCHOOL IT MANAGEMENT SOFTWARE

www.netsupportsoftware.com

> " Frankly, NetSupport DNA seems to have natural abilities **verging on the divine!**
>
> **Teach Secondary Magazine** "

> " **It's invaluable to us** from a classroom and maintenance point of view.
>
> **Cantell School** "

> " NetSupport DNA is the **best remote control, inventory and monitoring tool** on the market.
>
> **St Bede Academy** "

> " NetSupport **blasts its competitors away** with its functionality, ease of use and excellent safeguarding features!
>
> **Wales High School** "

> " The school absolutely loves NetSupport School. **Such user friendly software.**
>
> **St George's School** "

> " NetSupport DNA lets me **track activity across the whole school** - and the safeguarding aspect is definitely a bonus!
>
> **Southbrook School** "

> " **The Rolls-Royce of classroom management** software, with a bundle of 'bonus' features included in the price.
>
> **ICT Reviews Magazine** "

> " NetSupport DNA has **freed up a lot of time** for our technicians.
>
> **Frederick Gough School** "

> " **Unbeatable range** of classroom management features and is, in many ways, the **best of its kind on the market.**
>
> **PC Pro Magazine** "

ABOUT US...

With 30 years' experience and 17 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.

NETWORK AND IT MANAGEMENT

ESAFETY AND SAFEGUARDING

CLASSROOM MANAGEMENT

CAPTURE STUDENT LEARNING

SCHOOL ALERTING AND LOCKDOWN

HELPDESK AND TICKETING SUPPORT

30 YEARS' EXPERIENCE
DEVELOPING SOFTWARE

OVER
17 MILLION USERS
WORLDWIDE

WE HAVE BEEN FINALISTS IN OVER
250 AWARDS

OUR SOLUTIONS ARE
SOLD IN OVER 90 COUNTRIES

We work with:

IWF Member
DO the right thing

Association of Network Managers in Education
anme

besa
BRITISH EDUCATIONAL SUPPLIERS ASSOCIATION

GDPR
In Schools

The IT Professionals' life line
edugeek

Cadets

digital citizenship institute

GoBubble

AMERICAN ASSOCIATION OF SUICIDOLOGY

NetSupport DNA

THE COMPLETE SOLUTION FOR MANAGING SCHOOL TECHNOLOGY

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 with ease.

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 IT asset 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 with ease, 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.

KEY FEATURES INCLUDE:

- ✔ *NEW:* **Cloud-based safeguarding console**
- ✔ **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**
- ✔ **Safeguarding suite**
- ✔ **GDPR toolkit**
- ✔ **Classroom Management** (optional) **Plus much more!**

"NetSupport DNA offers a vast amount of additional functionality compared to other solutions."

– Newquay Education Trust

www.netsupportdna.com

Eating disorders

Pornography

Bullying

Self-harm

Grooming

Radicalisation

Racism

Homophobia

Drugs

ENHANCE YOUR SAFEGUARDING POLICIES

Maintain a safe learning environment for staff and students whilst meeting the latest Government requirements – with NetSupport DNA's dedicated safeguarding toolkit.

ENHANCE YOUR SAFEGUARDING POLICIES

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.

KEY FEATURES INCLUDE:

- ✅ *NEW:* **Contextual intelligence-based risk index - Automatically flags high-risk events and vulnerable students based on sophisticated contextual AI risk analysis.**
- ✅ *NEW:* **iOS and Android safeguarding browser**
- ✅ **Safeguarding alerts**
- ✅ **Keyword monitoring**
- ✅ **Student 'Report a concern'**
- ✅ **Track 'at risk' student activity**
- ✅ **Application and web metering**
- ✅ **Enforce Acceptable Use Policies**
- ✅ **Prevent Duty/KCSIE compliance**
- ✅ **Screen capture / record**
- ✅ **Online safeguarding resources**
- ✅ **Plus much more!**

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

www.netsupportdna.com

COMPLETE CLASSROOM MANAGEMENT

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.

COMPLETE CLASSROOM MANAGEMENT

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 student 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.

KEY FEATURES INCLUDE:

- Student screen monitoring
- Testing and assessment tools
- Language Lab module
- Internet and application metering
- Digital Journals of lesson content
- Real-time instruction tools
- Teacher, T/A and Student apps
- File collection and distribution
- Student screen sharing
- Virtual whiteboard
- Student account management
- Exam lockdown
- Multi-platform support
- Lock screens
- Reset student's system password
- Plus much more!

"The Rolls-Royce of classroom management software, with a bundle of 'bonus' features included in the price."
– ICT Reviews Magazine

www.netsupportschool.com

A FRESH AND INTUITIVE APPROACH TO CAPTURING STUDENT LEARNING

Our brand-new, easy-to-use solution helps teachers and teaching assistants quickly and easily capture pupils' learning experiences in the classroom. ReallySchool saves valuable teaching time with its simplicity and flexibility, providing schools with an essential tool for assessment, progress and parent communication.

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 student learning and progress. 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.

KEY FEATURES INCLUDE:

- ✔ Individual and group notes
- ✔ Photo, video and audio evidence
- ✔ Pre-populated assessment criteria
- ✔ Select level of support
- ✔ Indicate understanding
- ✔ Student badges for achievement
- ✔ Journals and reports
- ✔ Student progress overview
- ✔ Class reports
- ✔ Share learning with parents
- ✔ Parent comments on observations
- ✔ Houses
- ✔ Classify staff roles
- ✔ Timeline filters
- ✔ And much, much more!

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 experiences in an easy and flexible way, ReallySchool really is really cool.

bett AWARDS 2019 FINALIST

"I highly recommend ReallySchool. It's a fantastic product that has made a huge impact in the classroom."
– Dogsthorpe Infant School

www.reallyschool.com

SCHOOL ALERTING AND LOCKDOWN SOLUTION

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.

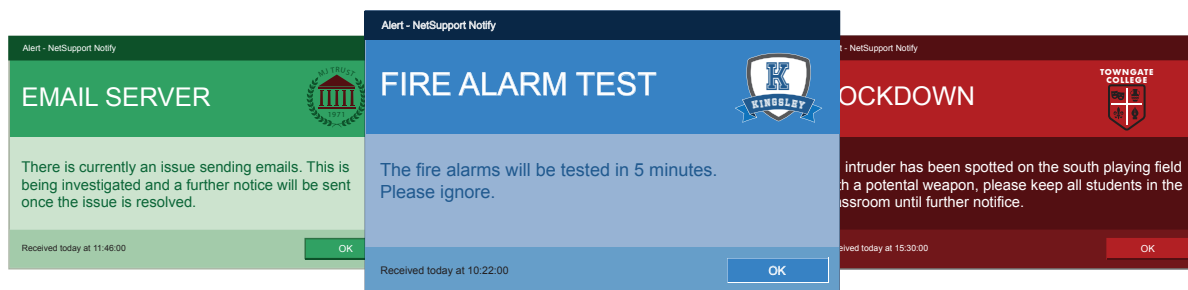# SCHOOL ALERTING AND LOCKDOWN SOLUTION

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.

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!**

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.

Alert - NetSupport Notify

EMAIL SERVER

There is currently an issue sending emails. This is being investigated and a further notice will be sent once the issue is resolved.

Received today at 11:46:00 — OK

Alert - NetSupport Notify

FIRE ALARM TEST

The fire alarms will be tested in 5 minutes. Please ignore.

Received today at 10:22:00 — OK

Alert - NetSupport Notify

LOCKDOWN

intruder has been spotted on the south playing field th a potental weapon, please keep all students in the ssroom until further notifice.

Received today at 15:30:00 — OK

GESS EDUCATION AWARDS WINNER 2018

2018 era 2018 FINALIST

EducationInvestor Awards 2018 FINALIST

"The first time we tried NetSupport Notify we knew it was the solution to our problems."
– Holmfirth Junior School

www.netsupportnotify.com

HELPDESK AND TICKETING SOLUTION

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.

HELPDESK AND TICKETING SOLUTION

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.

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!**

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.
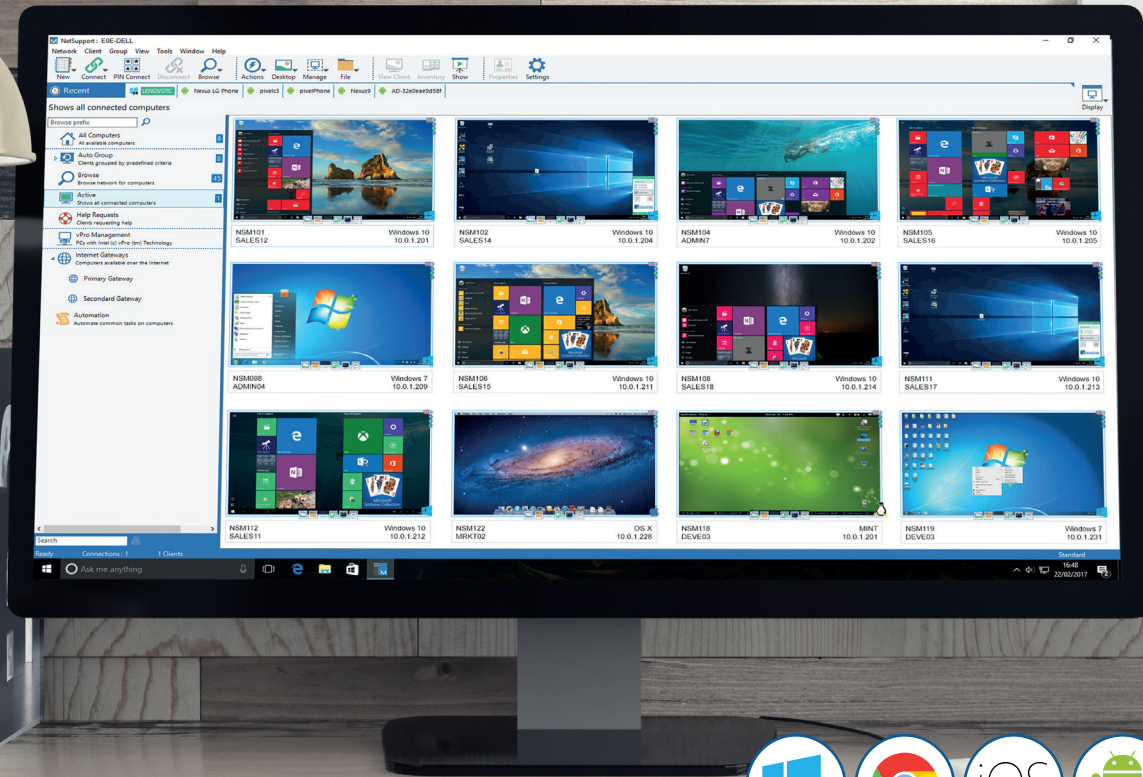
NETWORK computing
A W A R D S   2 0 1 8
★ F I N A L I S T ★

2018 UK IT INDUSTRY
AWARDS
computing
FINALIST

NTA
National Technology **Awards 2018**
SHORTLISTED

"NetSupport ServiceDesk has enabled us to streamline our helpdesk processes and provide a more timely service to end-users."
– Warrington Collegiate

www.netsupportservicedesk.com

POWERFUL REMOTE CONTROL

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.

POWERFUL REMOTE CONTROL

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.

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!**

"It delivers a wealth of features, yet its management console is one of the most intuitive on the market."
– PC Pro 2018 Review

www.netsupportmanager.com

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

Holmfirth Junior School

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

L.E.A.D. Academy Trust

NetSupport DNA offers a **vast amount of additional functionality** compared to other solutions.

Newquay Education Trust

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

Teach Secondary Magazine

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

Jack Hunt School

30 YEARS O
CUSTO

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

Cambridge Meridian Academies Trust

The **Rolls-Royce** of classroom management software, with a bundle of 'bonus' features included in the price.

ICT Reviews Magazine

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

Combe Pafford School

...S OF HAPPY ...OMERS

> NetSupport Notify is an **important tool** in our emergency plan.
>
> **Cotham School**

> NetSupport DNA's remote support tools **are a godsend!**
>
> **Fulston Manor School**

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

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

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

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

> Easy, reliable – the whole package **ticks a lot of compliance boxes** at an affordable price.
>
> **Brighton and Hove High School**

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

30 YEARS OF AWARD-WINNING SCHOOL IT MANAGEMENT SOFTWARE