



Yokogawa Dominic Barrett, Engineer

Tell us a little about your organisation...

Yokogawa is a leading provider of industrial automation and test and measurement solutions. Combining superior technology with engineering services, project management, and maintenance, we deliver field proven operational efficiency, safety, quality, and reliability to our clients.

What were the challenges you were trying to solve?

We provide control and safety systems to a variety of different industries, so we needed a fully secure solution to help us with remote fault finding and gaining remote access over the internet to assist our clients.

Why did you choose NetSupport Manager?

We used to use Windows RDP, but we found that NetSupport Manager offers a whole toolkit of features and is much more flexible – especially as it provides us with the ability to local remote access while ensuring the client screen is watchable without the use of KVMs. It is exactly what we were looking for and will most likely now be the preferred software package for all of our future remote access work.

How/where has NetSupport Manager added value?

Having NetSupport Manager on board has saved us both time and money. Not only this, it's very flexible and easy to use, which means we find it performs for us very well.

Would you recommend NetSupport Manager to others?

Yes, we would!

“ NetSupport Manager is exactly what we were looking for. ”