

# NetSupport

## Company Profile







## Company Overview

Established in 1989, NetSupport Limited is the founder member of the NetSupport Group. It is a privately owned Limited Company registered in the United Kingdom. The company's worldwide HQ is located in Peterborough, United Kingdom, where the focus is on product development and customer support.

NetSupport also has group offices that act on our behalf as specialist sales and support centres in the USA, Canada, UK and Germany. An international network of carefully selected independent distributors further expands our global reach into over 100 countries.

Pioneers in the development of PC remote control technology, today NetSupport is rightly proud of the worldwide reputation we have established for developing innovative software solutions designed to help our customers across both the corporate and education sectors manage and support their IT infrastructures.

Our complementary desktop management solutions are designed for easy deployment within any IT environment and are guaranteed to answer the toughest support challenges.

NetSupport's corporate range responds to the needs of the modern service desk by providing tools that maximise the availability of mission critical systems while helping cut the cost of providing IT support, increasing productivity and, ultimately, improving customer confidence.

Increasingly, schools are embracing new computing technologies and our education solutions ensure teachers can provide a safe and productive learning environment for their students.

Thanks to the quality of our products and their international success, NetSupport has been the recipient of many industry awards and accolades and has been recognised by the UK Trade & Industry (UKTI) and prestigious BETT awards as one of the UK's leading exporters of ICT solutions.



## Group Companies

Each member of the NetSupport Group functions as an independent business to enable them to focus on their own area of expertise and thus provide the highest level of service to their customers. However, each company is also able to call on the skills and resources of other members of the Group to provide the best possible support and service across a broad range of commercial requirements.



### NetSupport Ltd



The primary focus for NetSupport Ltd (NSL) is the development of our range of software solutions. Our in-house team of skilled software engineers and quality assurance testers is tasked with ensuring that our product portfolio continually evolves to meet the needs of our corporate and education customers. Our dedicated customer support team is here to answer any after-sales questions our customers may have and respond to any training needs.

Our International channel team manages NSL's overseas growth strategy and reseller recruitment.

It is this commitment to quality and service that has led to NSL and its products being awarded many industry accolades. Our overseas strategy has seen us recognised as one of the UK's leading exporters of ICT solutions by the UK Trade & Industry and BETT Awards.





## NetSupport Software Ltd



NetSupport Software Ltd (NSSL) is the UK distributor for the NetSupport range of products.

NSSL's team of account managers works closely with the developers to ensure they are able to offer their customers a full range of advice and services including pre and post-sales support, software installation, and product training.

The company's customer base includes many of the UK's leading banks, insurance companies, government agencies and educational establishments, together with a large percentage of FTSE 100 companies.



## NetSupport Inc



NetSupport Incorporated (NSI) represents the group's interests in the USA, Central and South America and the Caribbean.

From its headquarters in Atlanta, Georgia, NSI has developed a strong and loyal customer base thanks to the excellence of its sales and support services. The range of high quality and secure solutions it offers has helped NSI establish long-term relationships with many major US corporations, federal agencies and education districts.



## PCI Software GmbH



Productive Computer Insight Software (PCIS) is the group's German company and distributes the NetSupport product range in Germany, Austria and Switzerland. Located in Munich, PCIS can provide full sales and technical support in the German speaking markets.

As is the case with all members of the NetSupport Group, PCIS employs the highest quality staff to ensure customers receive the very best sales and technical advice.



## NetSupport Canada



NetSupport Canada (NSC), based in Toronto, provides our Canadian customers with the highest possible levels of pre and post-sales service and support.

NSC has been able to establish relationships with major corporations and educational sites across both the English and French speaking communities thanks to the investment we make in localising our products.



## NetSupport Business Continuity



NetSupport Limited's Peterborough base is home to NetSupport Business Continuity, one of the UK's leading providers of business continuity, disaster recovery and co-location services.

Three dedicated recovery suites provide in excess of 200 individual workstations, each equipped with full telephony and PC facilities. In the event of an unforeseen issue affecting your premises, a quick call is all it takes for our project specialists to have our facilities prepared and imaged to your individual requirements, ready and waiting for the arrival of your staff.

Ensuring the safety of critical data is essential to the smooth operation of any business and thanks to our two state-of-the-art data centres, NetSupport can provide the very best server co-location facilities, be it a single server or several racks.



"It's always nice to see companies like NetSupport winning a Best Business Award. They have proved that **they not only deliver a great service** but also offer an outstanding range of IT support solutions.

NetSupport's range of Desktop Management & Remote Support Software products **help organisations to reduce costs and improve productivity** and the business seems well positioned to grow market share via distribution channels internationally as well as in the UK..."

Andrew Areoff, Chairman of the Judges, Best Business Awards



## Our Products

### NetSupport Manager – Remote Access & Desktop Management

NetSupport Manager is the award-winning remote control solution that provides one-to-many, multi-platform, remote control and desktop/server management support from a single Control console. With NetSupport Manager, you can support Windows, Mac, Linux and Chrome OS PCs all from a Windows or Mac desktop, or from any iOS or Android tablet or smartphone.

### NetSupport DNA – IT Asset Management

NetSupport DNA delivers best-of-breed Hardware & Software Inventory and License Management - vital information if purchasing decisions are to be made from an entirely informed position. Add to this Application and Internet Metering, Software Distribution and an innovative Energy Monitor component and it's easy to see why NetSupport DNA helps so many organisations manage the 'true' TCO of their IT Assets.

### NetSupport ServiceDesk – ITIL Service Management

NetSupport ServiceDesk gives your support team the ability to deliver an effective and timely response to IT issues as they arise. Web-based and fully compliant with the mandatory ITIL best-practice standards, NetSupport ServiceDesk provides you with the Incident, Problem and Change Management tools needed to manage customer expectations and minimise the amount of system downtime.

### NetSupport School – Classroom Management & Training for Windows® and beyond

Education has a greater investment in IT than ever before and the challenges of maintaining the technology, supporting teachers and protecting students continue to grow. NetSupport School is the ideal solution for bringing focus to any Windows-based classroom, language lab or training environment: a single product combining powerful PC monitoring with real-time presentation, collaboration and assessment tools – as well as support for the diverse range of platforms and devices now in use within the modern classroom.

### NetSupport Assist – Supporting the next generation of Mac® and Linux Classrooms

NetSupport recognises that the modern learner has access to a wide range of technology. It's therefore vital that teachers have the tools to monitor and manage their classrooms - no matter what the platform. With NetSupport Assist, teachers can improve the efficiency of classroom teaching by centrally instructing and monitoring students in a Mac® and Linux environment.

### NetSupport Notify – Desktop Alerting

NetSupport Notify removes the barriers associated with traditional forms of communication by enabling administrators to deliver alerts and notifications direct to all or selected desktops across a network within seconds. Whether it's general news, IT announcements or even security alerts, NetSupport Notify ensures your message grabs the receiver's attention.

### NetSupport Protect – Desktop Security

With NetSupport Protect you can feel confident that unauthorised changes to a system, whether accidental or malicious, won't become an issue or impact on the productivity of your office PCs or computer lab. With its extensive list of security features and intuitive format, IT administrators can use NetSupport Protect to guarantee that users are getting the most beneficial use of their computing experience, while safeguarding both the configuration and content on their systems.

### NetSupport 24-7 – On-Demand Support

Extend your Service Desk's geographical reach with our online remote support tool. Deliver Instant, On-Demand support, Live Chat and Remote Control anywhere in the world utilising any Internet connection. No previous connection to a PC is needed and no software is required to be pre-installed. NetSupport 24-7 is guaranteed to shorten call times, reduce the number of on-site visits, reduce operating costs and improve customer satisfaction.



"If you're in the market for a remote support solution,  
**we'd strongly recommend NetSupport Manager.**  
It's very easy to deploy and use, offers an unbeatable range of features  
and is competitively priced."

PC Pro - [click here to read full review](#)





# NetSupport Manager - Remote Access & Desktop Management

**NetSupport Manager has been helping organisations optimise the delivery of their IT support services since 1989 and while the use of remote control software is now commonplace, the diverse range of platforms, protocols and physical assets now in use provide PC management and remote control software solutions with the continuous challenge of being able to offer support to a variety of configurations.**

The success of NetSupport Manager lies in its ability to continually evolve to meet the needs of any environment. Combining comprehensive multi-platform support for Windows, Linux, Mac, Chrome and mobile, with a range of PC management tools designed to ensure that critical IT infrastructure is available when needed most, NetSupport Manager offers complete compatibility for today's corporate networks.

## Highlights

### A Single Source For Control

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. NetSupport Manager excels as a 1:many solution, enabling technicians to manage multiple systems in real time from a Windows or Mac desktop, or from any iOS or Android tablet or smartphone.

### Powerful Remote Control

Watch, share or control the screen, keyboard and mouse of any PC irrespective of colour depth, resolution or operating system. Monitor the screens of all connected systems with real-time thumbnails, mouse over a specific thumbnail for an expanded view of each selected PC. Capture screenshots, show your screen to any number of connected computers for real-time instruction, use the audio functions on multimedia-capable PCs to talk to your users while providing support, even record your remote control session and store as a 'replay' file for future use.

### Support Tools

Gather a full hardware and software inventory from the remote PC. View and control applications, processes and services and edit the registry of a remote system. Remotely power on/off, log on/off or reboot a client PC. Users can create help requests that can be sent direct to all or specific control systems based on custom criteria.

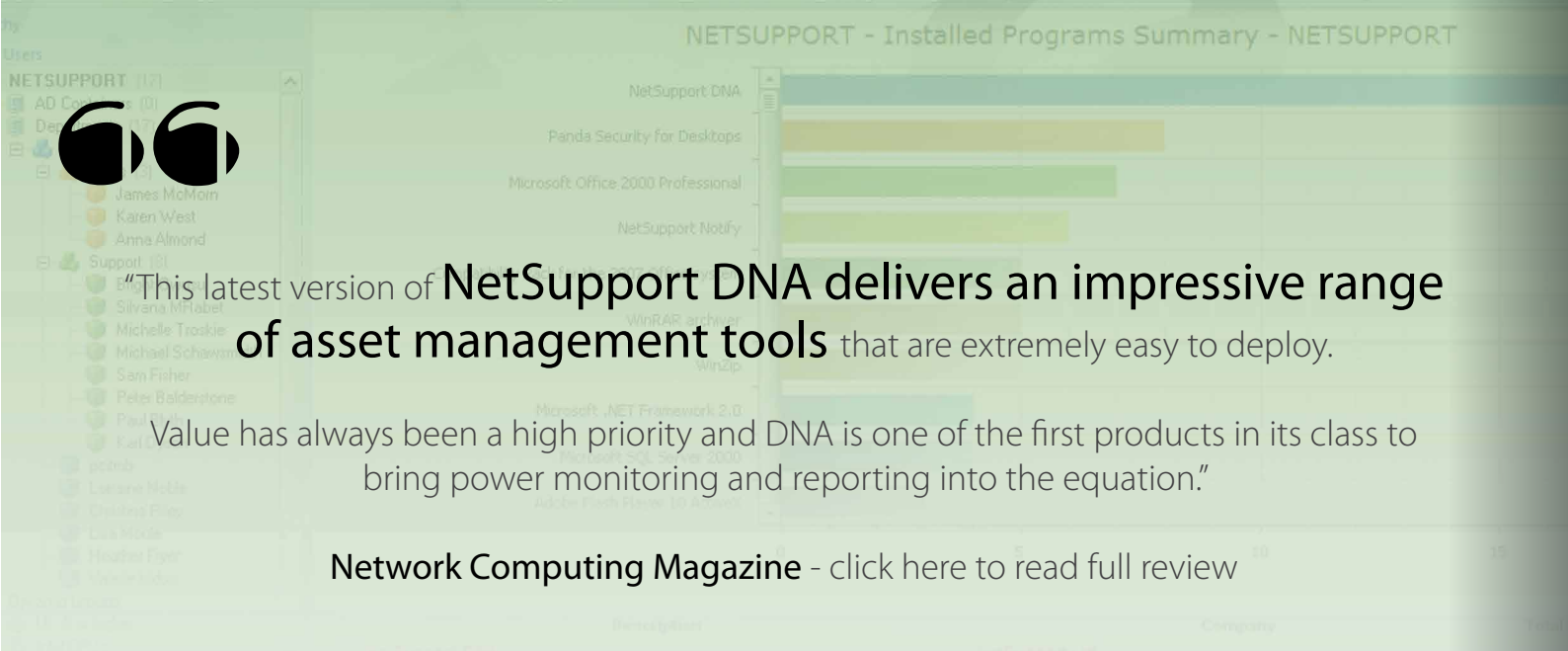
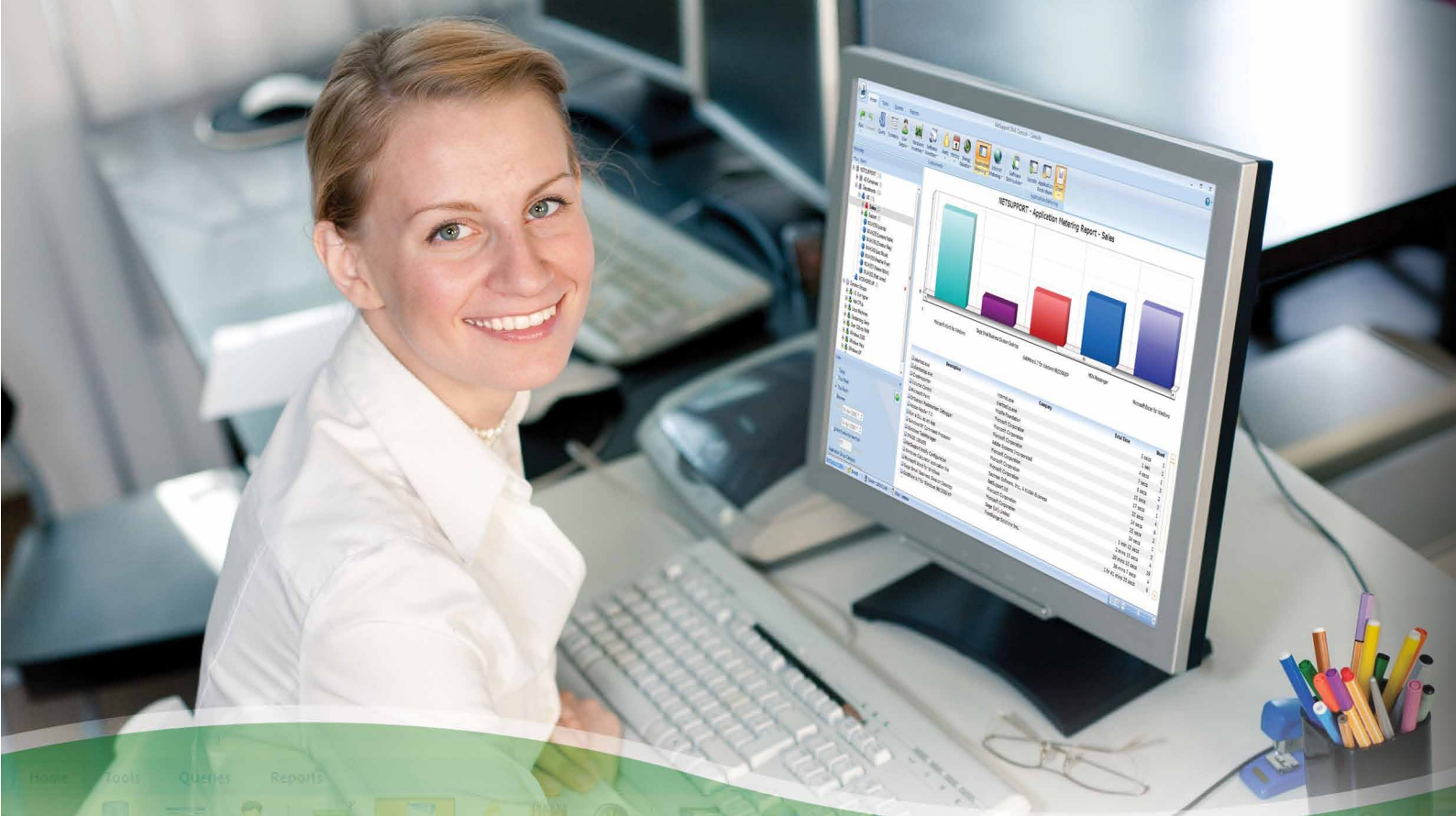
### Security

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. Record and replay remote sessions for audit purposes. You can even profile individual control users and client workstations to provide different security levels and capabilities.

### Move Information

Transfer files between the control and client computer, synchronise folders, 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.





"This latest version of **NetSupport DNA** delivers an impressive range of **asset management tools** that are extremely easy to deploy.

Value has always been a high priority and DNA is one of the first products in its class to bring power monitoring and reporting into the equation."

**Network Computing Magazine** - [click here to read full review](#)



## NetSupport DNA - IT Asset Management

Ensuring your IT Assets are properly managed and maintained is one of the highest priority corporate goals for any organisation where TCO (Total Cost of Ownership) is high on the agenda. By implementing an effective IT Asset Management program, organisations can effectively control and manage IT assets, eliminate waste and redundancy, ensure compliance with software licence agreements and make budget forecasting more accurate.

NetSupport DNA (Dynamic Network Administration) is a modular solution that provides a comprehensive range of functions to manage workstations and applications across your enterprise.

### Highlights

#### Identifying Your Assets

Locating PCs and users within a networked environment is key and with our internet gateway technology providing a stable and secure method for tracking assets that may ordinarily be 'hidden' on a remote network or behind firewalls, you are sure to get the full picture.

#### Hardware Management

Information is key. Without this, decisions on upgrades and the rollout of new technology will not be taken from an entirely informed position. From a cost-saving perspective, knowing the inventory of your IT assets is critical when deciding whether to purchase more assets, redistribute current assets, or retire them completely. NetSupport DNA features a powerful and detailed hardware inventory module that presents a wealth of information about a specific PC. The intuitive DNA console displays the gathered data by individual PC, a selected department, condition based 'dynamic group', or for the company.

#### Software Asset Management

Knowing how many of your users are using a specific application at any given time will allow for effective trimming of software budgets, ensure compliance with licensing agreements and ultimately enable you to make a realistic prediction of future software investment. NetSupport DNA helps organisations manage licence compliance and reduce software overspend by accurately reporting installed software and proactively identifying PCs with software that has no or low usage.

#### Reporting

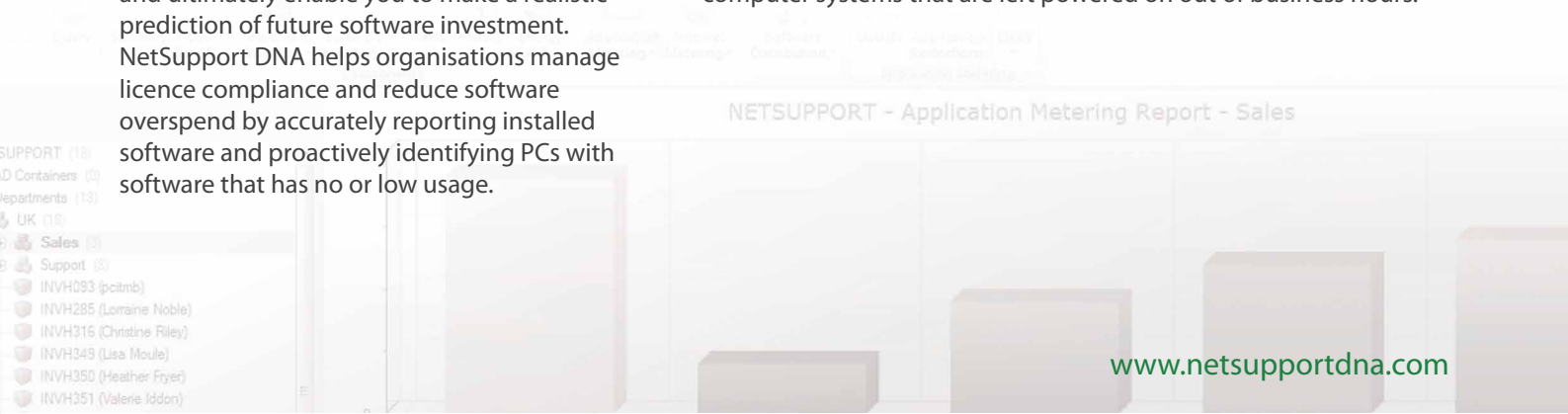
NetSupport DNA not only captures comprehensive enterprise information, it presents it in a way that removes the need to spend time manipulating it into a usable format, thus maximising the efficiency benefits of the product and ensuring managers have all the necessary information to make proactive decisions. On-screen reports are provided with supporting bar and pie charts and drill down capabilities on all key summary data. Print-optimised reports provide additional pre-defined management information while the DNA query tool enables you to define custom reports.

#### Metering

Effective monitoring and, if needed, control of internet and application usage across your enterprise not only ensures staff are adhering to your corporate policies but, knowing how frequently a specific application is being used, also allows for effective control of software budgets and a realistic prediction of future renewals and investments. NetSupport DNA provides detailed summaries of applications used, current licence usage levels, time spent on the internet and more.

#### Green IT

Industry analysts show that IT energy costs are often one of the highest on the company's IT budget and one that is most overlooked for efficiency management. Everyone talks about reducing CO2 emissions, while reducing energy bills is an equally appealing target. NetSupport DNA features as standard an 'energy monitor' component that 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 business hours.







"After meeting numerous help desk suppliers **I was impressed with NetSupport's solution** as this met our needs, allowing all schools and field engineers access to the helpdesk 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.**"

Tower Hamlets Borough Council





# NetSupport Service Desk - ITIL Service Management

The availability of mission critical systems is key to the success of any modern organisation and to the productivity of the staff that use them. Ensuring this is the case relies on the ability of your IT support team to deliver an effective and timely response to incidents as they arise.

Web-based and fully compliant with the mandatory ITIL best-practice standards, NetSupport ServiceDesk is the ideal accompaniment to our range of remote access and desktop management solutions, providing your service desk with the tools needed to efficiently manage customer expectations and minimise the amount of system downtime.

## Highlights

### Easy Implementation

As a fully web-based system, NetSupport ServiceDesk is easily integrated into your existing IT infrastructure. It requires no software pre-installation and provides an import wizard to allow for simple importing of user details from other external systems. Customers have easy access to log incidents on-line and review current status in real time.

### Fully Customisable

Every organisation is unique. NetSupport ServiceDesk allows for the customisation of many key features from profiled operator functionality to the creation of specific data entry fields and the provision of a multi-lingual interface. Streamlined creation of a solutions database enables customers to search for an answer to their issue before logging an incident.

### Workflow Efficiencies

Be it an incident that prevents a customer working, a deep-rooted infrastructure problem or managing a process change, NetSupport ServiceDesk's automated workflow processes ensure appropriate communication, reporting and approval mechanisms are in place at each stage of the lifecycle. Automated assignment of items based on pre-defined rules, incoming and outgoing email processing, in-built prioritisation, escalation and more contribute to the smooth running of any IT Helpdesk.

### Reporting

For any support department to run efficiently and for managers to be able to make informed decisions, information and the manner in which it is delivered is key. NetSupport ServiceDesk provides the means for capturing comprehensive statistics in a variety of formats. The reports dashboard enables you to manipulate data to suit your specific needs. On-screen results are provided in a tabular and/or bar and pie chart format. Multiple reports can be presented side by side for easy comparison. Print-optimised reports provide additional pre-defined management information with the ability to export in a variety of formats.

### Supporting the Mobile Workforce

NetSupport ServiceDesk will automatically detect when it is accessed from a mobile device and display a set of simplified pages to ensure that remote workers are able to keep on top of their assigned incidents.





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

NetSupport School (NSS) goes way beyond basic classroom management software."

**PC PRO Magazine**



# NetSupport School - Classroom Management for Windows®

**NetSupport acknowledges the challenges faced in today's modern learning environments – and the need for managing the use of technology in schools, colleges and universities has never been greater. Teachers are required to maximise the benefits of computer-led instruction, but ensuring the equipment is used for the intended purpose and students are focused on the task in hand is not always easy.**

Multi award-winning NetSupport School includes all the features you would expect from a leading classroom management solution but what really sets it apart and dispels the myth that classroom management products are simply tools to stop students abusing the internet, are the unique supporting features that provide benefits for the 'whole school'.

## Highlights

### For Teachers

NetSupport School is designed to allow teachers to focus their time and attention on the students. Central monitoring of student PCs is of course an essential component as is the ability to deliver real-time presentations and share information between machines but NetSupport School delivers many more time-saving features. From automatically locating and connecting to student computers and instantly applying controls over, for example, students' internet and application activity and printer usage, to a powerful testing suite that enables you to deliver custom tests and exams direct to PCs and instantly assess each student's understanding of a topic. Add a lesson planner, always-visible lesson objectives, a student and peer assessment module, virtual whiteboard, student rewards and a tablet version for mobile student monitoring to the mix and it's clear to see why NetSupport School is consistently voted top of the class.

### For Students

Students are naturally resistant to technology perceived as being 'Big Brother' but the aim of NetSupport School is to deliver greater interaction with, and management of, students in the ICT lab. Developed in consultation with teachers and students, the student information bar sits at the top of their screens and provides details of the lesson objectives while visual indicators clearly tell the students when certain restrictions are in force. The student journal offers an invaluable revision tool by providing a full digital record of all resources and information presented to the student during the lesson. NetSupport School also encourages group working and collaboration, with the teacher able to delegate certain tools to selected students to facilitate a sharing of ideas.

### In the Language Lab

The delivery of typical ICT teaching is a very visual process and as such, classroom management software has always focused on delivering screen-based monitoring of student activity. NetSupport School introduces a totally unique language lab mode, delivering an innovative link between audio and visual monitoring. While viewing a class of computers, on-screen indicators for each student show you when the student is either listening to audio content or speaking. In a single click, you can select any student and instantly listen in, without disruption. You can conduct a two-way audio conversation, broadcast audibly to the whole class and record student audio activity. With resources limited for most schools and dedicated language lab tools costly, NetSupport School provides the perfect feature set for the modern foreign languages department.

### For Technicians

A classroom management solution is not simply about providing the right tools for each teacher. Equally important are tools to ensure all computers in the school can be managed and maintained so they are always available for teaching. The dedicated 'tech console' provides tools for the specific use of lab technicians and network managers. Monitor all computers across the school in a single view, provide remote assistance to any teacher or student, perform a hardware/software inventory, distribute files across the school network, apply school-wide NetSupport restrictions and more. One technician-focused solution; multi-room or full site monitoring; PC management and remote control tools - all included for free with NetSupport School.

### Supporting New Technology

Responding to the rapidly changing IT environment in schools, NetSupport School works happily in many different classroom scenarios, offering:

- A free downloadable 'Tutor Assistant' app for use on tablets and smartphones (Apple and Android) giving teachers and their assistants greater mobility around the classroom.
- Support for students using Google Chromebooks and Android tablets.
- Support within Terminal Server, Thin/Zero Client, shared-resource and virtual desktop environments.





"With NetSupport Assist there's no need for expensive front-of-class display equipment:

**real-time presentation tools** enable the teacher to 'show' their screen to students."

Education Today magazine





## NetSupport Assist - Classroom Monitoring for Mac® & Linux

**Twenty-first century education is providing students with inspiring learning opportunities and giving them unparalleled access to a diverse range of computing assets. However, providing the latest ICT infrastructure is only half the equation. Ensuring it is used in the most effective way represents the other half.**

NetSupport Assist brings NetSupport's core classroom management and monitoring technology to Mac® and Linux environments to deliver a focused feature set that ensures teachers can give their time and attention to their students, without having to worry about learning and maintaining the software.

The launch of NetSupport Assist saw NetSupport become the first classroom management software vendor to offer compatible solutions across Windows, Mac® and Linux environments.

### Highlights

#### Instruct and Collaborate in Real Time

Maintain a focused and engaging learning environment with NetSupport Assist's real time presentation and collaboration tools. Avoid the need for additional, expensive display equipment. With the 'show' feature teachers can show what's on their screen to all or selected student screens. Deliver presentations that are optimised for wireless networks. Open a discussion session that all or selected students can join, enter their comments and share with the rest of the class. Use the Message option to send important lesson information or alerts to all or selected student machines. Find out if students have understood the content covered during the lesson by conducting an instant survey.

#### Central Class Management

NetSupport Assist provides the tools a teacher needs to centrally manage machines within their classroom - at the start, during and after a lesson. Find out exactly which students are in class using the Student Register feature, requesting standard and custom information from each student at the start of class. Use thumbnail layouts so the teacher machine represents the layout of the physical classroom. Blank student screens to gain attention. Lock one or many students' keyboards and mice when instructing. Automatically reboot and reconnect to student PCs. Perform a remote log off on all machines.

#### Central Monitoring and Control of Workstations

Ensure your classroom technology is being used for appropriate lesson-related research! Monitor the entire class in a single view. Real-time and scalable thumbnails of each student desktop give an instant view of what each student is currently doing. Optimise network performance by increasing or decreasing the thumbnail refresh rate. Zoom in for an optimised high-definition view of an individual desktop. Overlay additional information to highlight the active application or active website. With a single click, block the internet if inappropriate sites are being accessed or simply to stop students being distracted during a presentation.

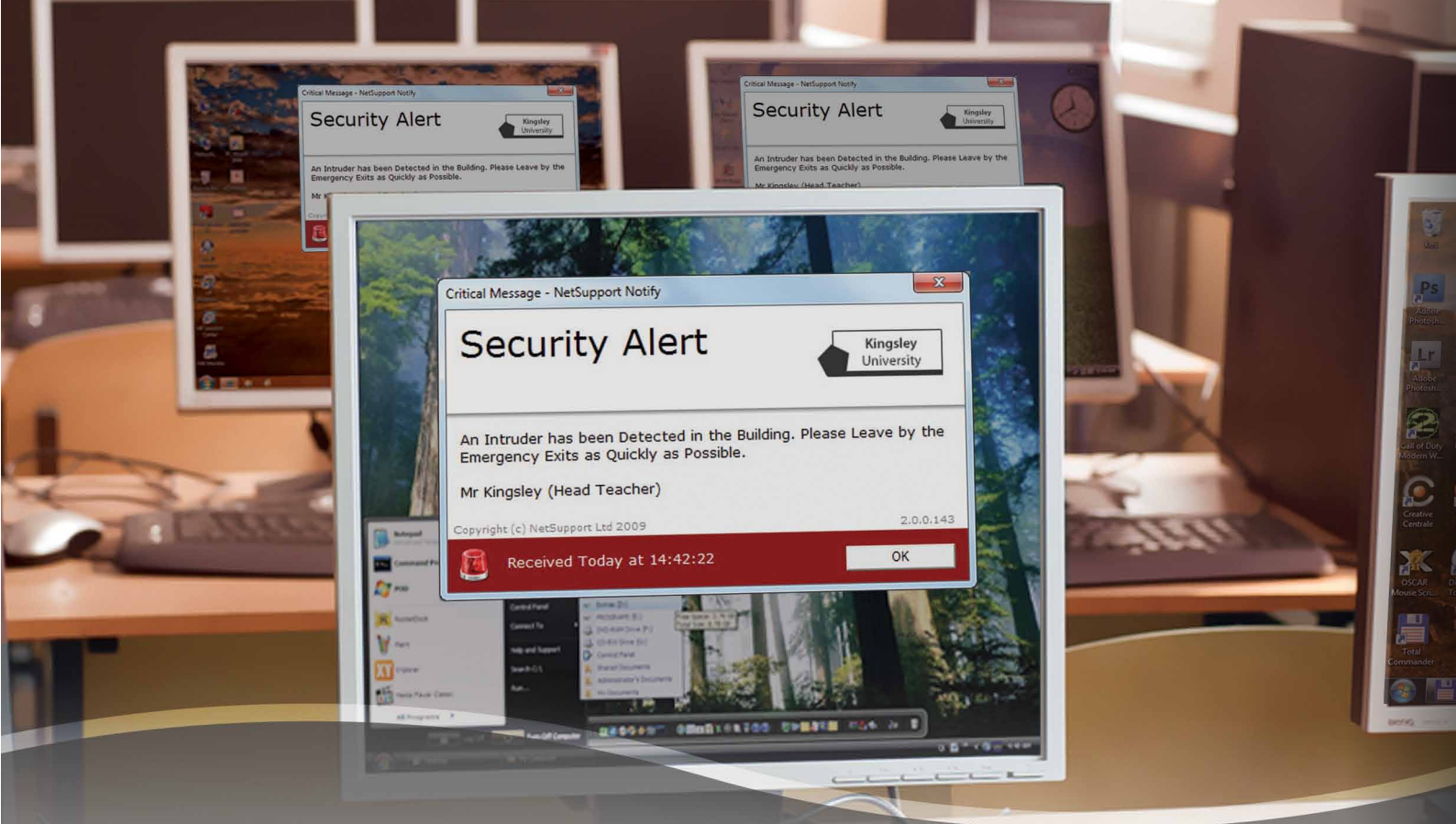
#### Powerful Remote Control

Remotely view an individual student's screen to provide direct and discreet 1:1 support. Send a message to the selected student's screen. Conduct a two-way chat session with the selected student. Screen Capture feature enables the teacher to take a snapshot of the currently viewed student screen, saving the image in a file for later review along with the machine and student details. Remotely logout or reboot the currently viewed machine.

#### Move Information

Transfer files to and from a selected PC in a single action using a drag and drop interface. Hand out and automatically collect files with each student's details appended.





**“It is a great way to notify users** of system issues and know that you got direct visibility on their screens. We previously used e-mail to send alerts, but we were not always sure users read them in a timely manner, not to mention the extra workload on the e-mail system.”

Rentenbach inc



## NetSupport Notify - Desktop Alerting Solution

**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 removes the barriers associated with these traditional forms of communication by enabling administrators to deliver alerts and notifications direct to all or selected desktops across a corporate or school network within seconds. The delivered message automatically takes screen focus on recipient computers so it can't be skipped, ignored or saved for later. Messages can be fully branded with your organisation's colours and logo and can be accompanied by an audible alert for added impact. Whether it's general news, IT announcements or even security alerts, NetSupport Notify ensures your message grabs the receiver's attention.

### Highlights

#### For Corporate Use

Corporate communication increasingly relies on the ability to deliver routine or even urgent notifications via e-mail or telephone. NetSupport Notify provides a low cost, high-speed notification system allowing messages and alerts to be delivered instantly to all computer users while removing the potential delays experienced with, for example, emails entering an already busy Inbox.

For many organisations, NetSupport Notify also provides a welcome backup for existing technology failures, such as e-mail, and an effective tool for delivering staff alerts and guidance, such as 'the mail server will be off at 5pm' or 'we are experiencing difficulties with our file server'.

Ever wished you had a network public address system? 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.

A single message can be delivered to staff across many sites or locations in a single action, with full delivery/receipt logging and reporting.

Messages can be customised to reflect your corporate identity, can carry a choice of five different status levels and for added impact can include an audible sound.

#### Within Education

The need to deliver reliable and effective messaging to students has never been more essential as part of the day-to-day management of a school infrastructure. With students potentially utilising a mixture of hardware and technology including desktops, laptops and Mac®s, the ability to simply and quickly deliver messages direct to their devices provides a number of benefits.

NetSupport Notify allows an administrator to deliver within seconds a clear and concise message and instruction to all connected computers or specific departments across the school network. Each message can carry a priority level and a request for acknowledgment. The delivered message automatically takes screen focus on recipient computers and can be accompanied by an audible alert. In addition, all delivered messages are recorded centrally, registering both the time the message was delivered and acknowledged by the user. In seconds you can view all delivered messages, filter those of interest, review a full list of recipients and, if needed, export a summary for future analysis.

Alerts can be fully branded to include the logo and colours of your school or college to ensure immediate recognition by staff and students. Routine alerts can also be pre-scheduled for a fixed time and date in the future or be applied on a recurring basis. These are ideal for school-wide events such as fire drills or routine IT system downtime.

NetSupport Notify is also increasingly used as an outbound classroom notification tool, allowing a teacher to send an immediate notification directly to their tech support team, the front office or senior staff requesting assistance in the classroom. This provides a much quicker and more effective approach than sending students out of the class to locate staff. NetSupport Notify provides an extra level of security within an education establishment for both critical security alerts as well as routine student communication. It does not rely on any external services, does not have any ongoing delivery costs, and perhaps most importantly, does not require regular management of contacts.







"If you share a multiuser computer and want to prevent access to key system areas and prevent unwanted changes, **this easy-to-use and effective program** is definitely worth a try."

CNET





## NetSupport Protect - Desktop Security

**For small/medium enterprises or within education, NetSupport Protect helps provide a secure, reliable and productive computer environment. With its extensive list of security features and intuitive format, IT administrators can use NetSupport Protect to guarantee that users are getting the most beneficial use of their computing experience, while safeguarding both the configuration and content on their systems.**

NetSupport Protect prevents users from deleting critical files and applications, making unauthorised changes to the desktop, saving or using unauthorised programs and harming the operating system.

With NetSupport Protect, you can feel confident that unauthorised changes to a system, whether accidental or malicious, won't become an issue or impact on the productivity of your office PCs or computer lab.

Should the worst happen, also included as standard is integrated hard disk protection and roll back technology. All system files and folders are continuously monitored and, if required, the system will restore back to a previous point in time quickly and transparently.

### Highlights

#### Within Education

As schools continue to provide better access to computer hardware, networks and web resources, IT staff and classroom teachers face new challenges.

Network managers and IT technicians must manage the challenges posed by computer labs and school networks as well as control software deployment and user issues.

Teachers need to manage students who are using computers in a lab or multi-desktop classroom to ensure that they are learning and spending time on their assigned tasks.

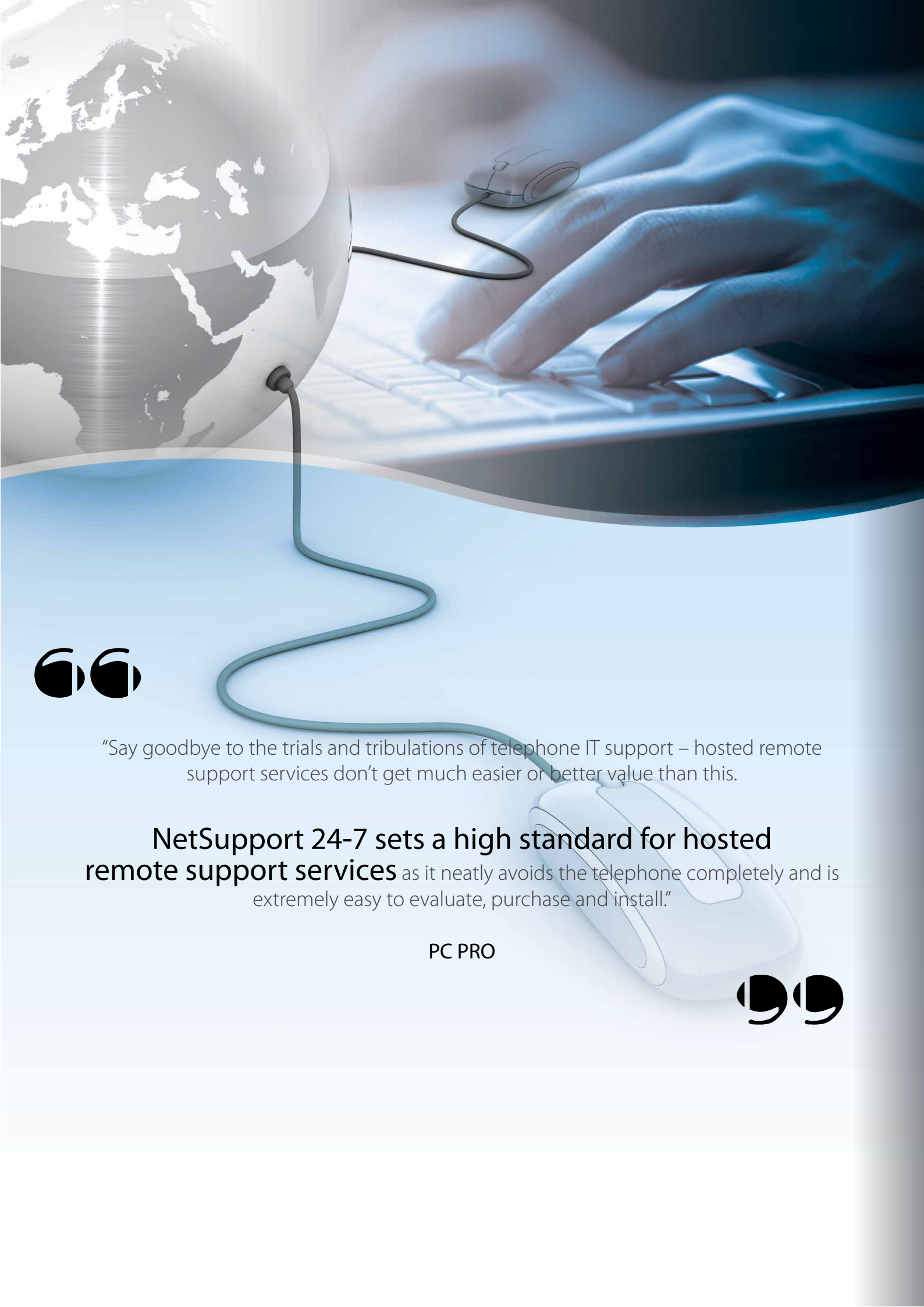
Children want to learn, and often the best way is to experiment. Lab computers may be used four or five times a day for different classes, so they really can't afford to endure too much practical experimentation.

#### For Corporate Use

NetSupport Protect provides a proactive, rather than a reactive, solution to the challenges faced. The philosophy of the product is to prevent changes to the desktop environment and avoid the need to rely on 'repair-based' solutions that are more costly and have a greater maintenance overhead.

Using NetSupport Protect, IT staff can create a secure desktop environment where system configuration and access from external sources are protected, where users can utilise available applications but are shielded from system resources and the temptation of investigating the workings of the desktop.





"Say goodbye to the trials and tribulations of telephone IT support – hosted remote support services don't get much easier or better value than this.

**NetSupport 24-7 sets a high standard for hosted remote support services** as it neatly avoids the telephone completely and is extremely easy to evaluate, purchase and install."

PC PRO



## NetSupport 24-7 - On Demand Support Tool

**NetSupport 24-7 is the ideal solution for organisations and IT consultants who need the flexibility of providing instant remote support to customers anywhere in the world but without having to commit to a rigid licence plan or pre-installing any software. Using any internet connection, NetSupport 24-7 makes it easy for your customers to simply click a link and instigate a 'chat' session with an operator.**

### Highlights

#### Cost Management

In the case of small to medium businesses it is often difficult to justify providing a permanent IT support resource. However, the need to reduce downtime of critical systems and ensure essential IT infrastructure is available when needed most still remains of primary importance. This leads many organisations to turn to their IT consulting partner.

Whilst recognising the need to offer remote support capabilities to their customer base, we understand that many consulting partners are often reluctant to adopt a permanent application resident on their client PCs in the event remote support is required.

NetSupport 24-7 provides the ideal answer. As an online tool it immediately extends your geographical reach, and in turn the perception of your business. It helps limit operational costs by shortening call and resolution times and removes the need for on-site visits. No software is required to be pre-installed, remote contact is established in seconds and a range of flexible pricing plans are available based on your likely usage rather than having to commit to a set number of pre-installed machines.

#### Reach Your Customers On Demand

NetSupport 24-7 provides a dynamic, secure and powerful on-demand support solution. When a customer needs assistance or instruction they simply click the provided link on the

vendor's website to instantly begin a 'live chat' with an operator. If a resolution can't be identified immediately, the operator can dynamically launch a remote 'client' to the customer's machine in order to perform further investigations. 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.

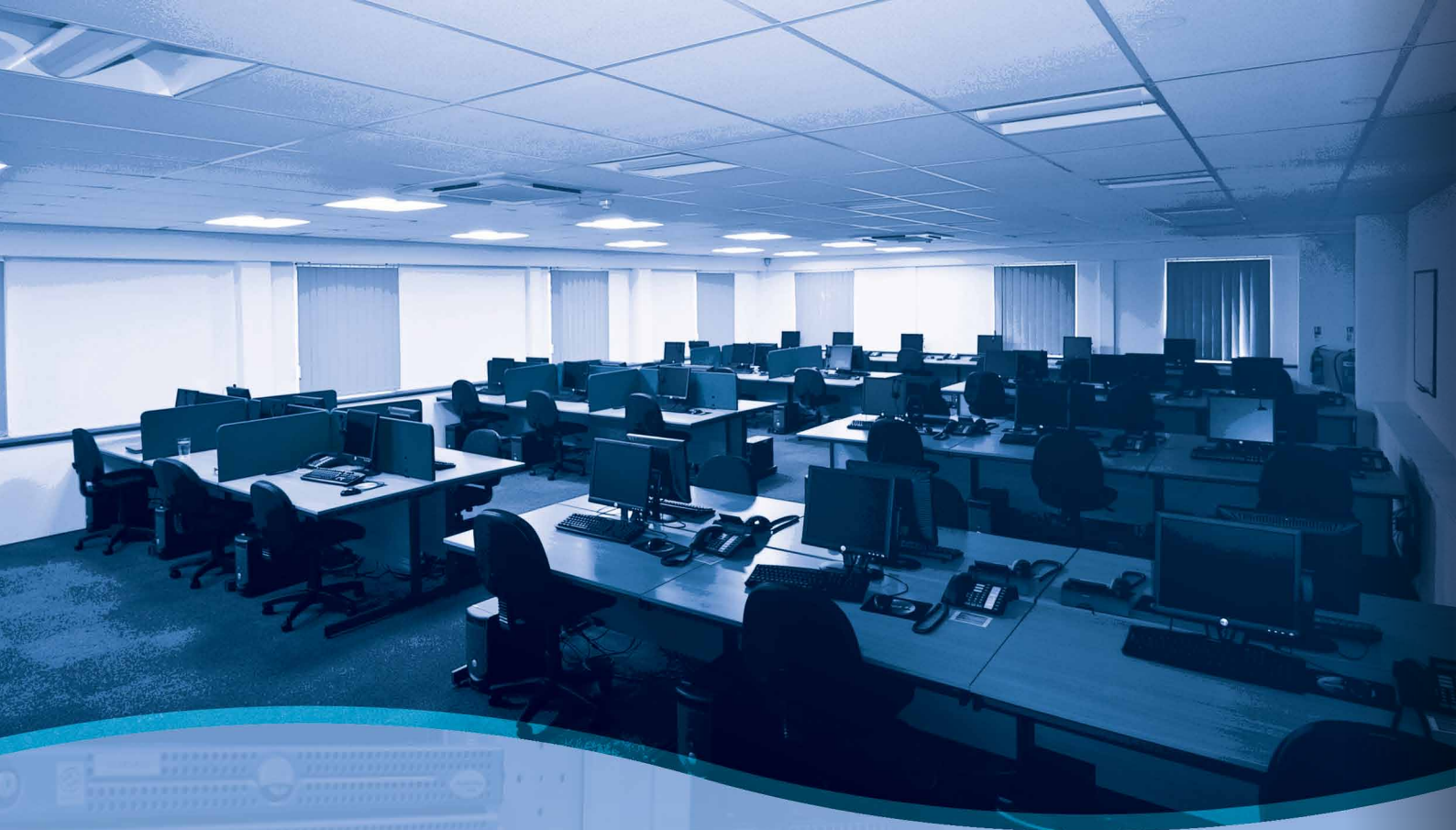
#### 'Best-of-Breed' Diagnostic Tools

24-7 can call upon NetSupport's 20+ years of development expertise in the remote access arena. Once the dynamic client is activated, operators can utilise a powerful range of tools to aid in problem resolution. These include full remote screen control, file transfer, clipboard transfer, on-demand hardware and software inventory as well as the ability to both monitor and, if needed, interact with active processes and services on the remote system. NetSupport 24-7 is extremely flexible and is designed to meet a number of different interactive scenarios. As such many of the features provided are customisable, including the ability to interact with a customer in their local language.

#### Evaluating the End User Experience

NetSupport 24-7 provides real time metrics for analysing the end user experience in the form of exit surveys. This can help identify the effectiveness of the support offering, improve customer satisfaction, retain loyalty and build your customer base. All chat sessions are recorded to ensure a 'history' of past calls is available if a subsequent request for assistance is raised. The end user can also request a transcript of the conversation and the resolution provided which will automatically be sent to their email address.





"Our confidence in NetSupport services grows off the back of successful tests of their facilities; recently we had over 100 of our staff working from their Market Deeping site.

**We have found NetSupport incredibly supportive** through the testing of their facilities; all of our requests for access and assistance have been fully accommodated. We look to the future with far greater confidence that we can manage our business through a crisis having a DRC solution with NetSupport."

**Anglian Water Services**





## NetSupport Business Continuity

**Having a tried and tested business continuity and disaster recovery plan has become established as one of the most critical areas of concern for senior management in ensuring the ongoing viability and success of their business in the event of a disaster.**

NetSupport Ltd offers a full range of business continuity and server co-location services from our purpose-built headquarters.

Our services enable businesses who suffer a disaster due to fire, flood, telecoms/services outage or other unforeseen circumstances, to continue to operate their businesses without impacting their customers, suppliers or own operational viability.

We employ highly qualified and proven staff with a unique blend of networking, systems management, development and telecommunication skills. Each customer is assigned its own team of experts brought together to meet its specific requirements under an experienced project manager.

### Highlights

#### Business Continuity

NetSupport is a specialist provider of facilities and solutions for all aspects of business continuity. From our purpose-built facilities we are able to offer a scalable and customisable solution to protect your business in the event of any type of interruption.

NetSupport's Business Continuity Centre provides a complete office environment with desks, telephones and personal computers pre-installed and ready for use within a few hours. In the event of a disaster that makes your own offices unavailable, you simply move your key staff into the Centre and continue doing business whilst your own premises or systems are restored.

We have three dedicated recovery suites providing in excess of 200 individual workstations. Each suite is an office in itself or can be networked together to allow a single company to occupy all suites simultaneously. From the moment a customer puts us on alert we ensure all desktop PCs are prepared and imaged to the customer's own specification ready for their arrival.

Ample CCTV monitored car parking is provided, fully furnished meeting rooms, break-out/hospitality areas and kitchen facilities.

#### Server Co-Hosting

Increasingly, organisations are recognising the benefits of co-locating their mission-critical systems within a remote data centre. Our two state-of-the-art data centres offer the most secure hosting environment for your critical data. We can provide shared co-location or full rack space for your servers.

Each data centre offers full backup generator support, air conditioning, the latest security systems, 24 hour CCTV monitoring, 24-7 accessibility and the latest in fire suppression.

#### Take a tour of our facilities

Choosing a business continuity partner is a critical decision for the future wellbeing of your organisation and you need to be assured that you will receive the very best levels of service and the vendor's facilities will meet your needs.

Investing a few hours to come and see what NetSupport has to offer should put your mind at rest. Our team is happy to answer any questions you may have, discuss our range of pricing plans and show you around our facilities.

**Register your interest by emailing [enquiries@netsupport-bc.co.uk](mailto:enquiries@netsupport-bc.co.uk) and one of our team will get straight back to you.**







## A Selection of our Corporate Customers







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## A Selection of our Education Customers









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**Email:** [continuity@netsupport-bc.co.uk](mailto:continuity@netsupport-bc.co.uk)

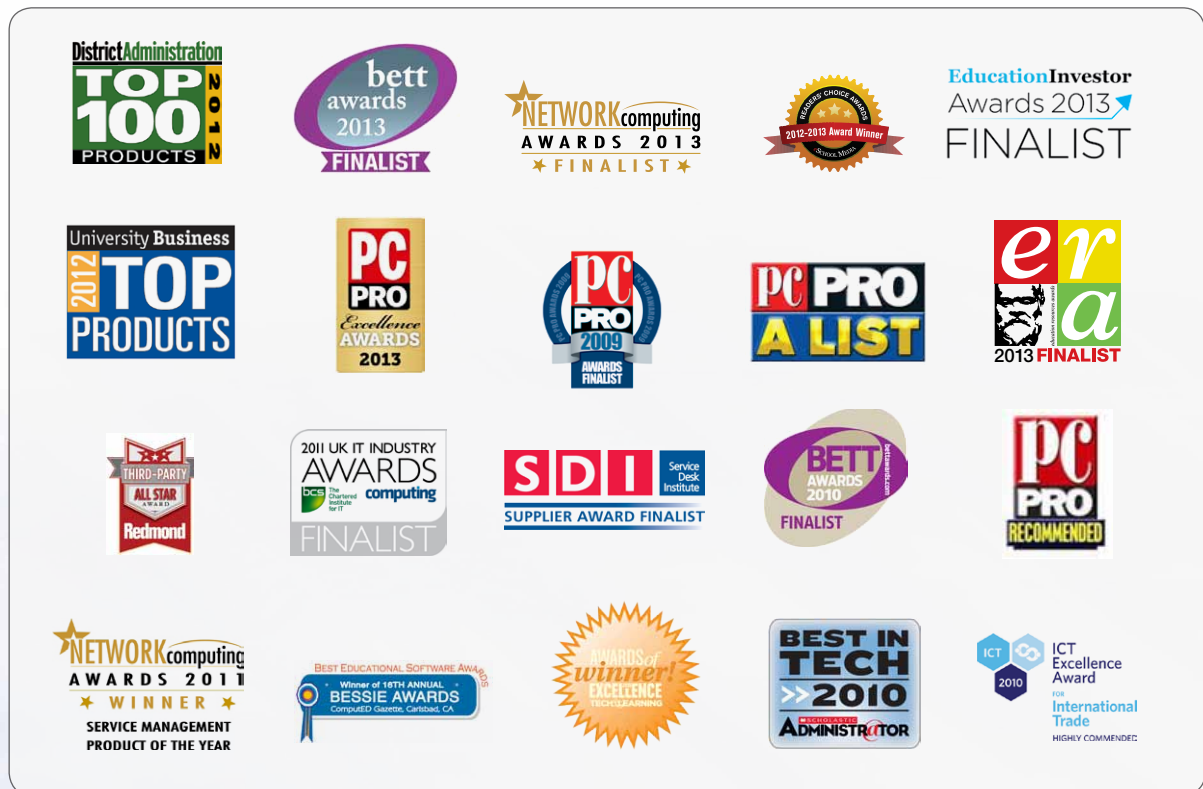
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**NetSupport**

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