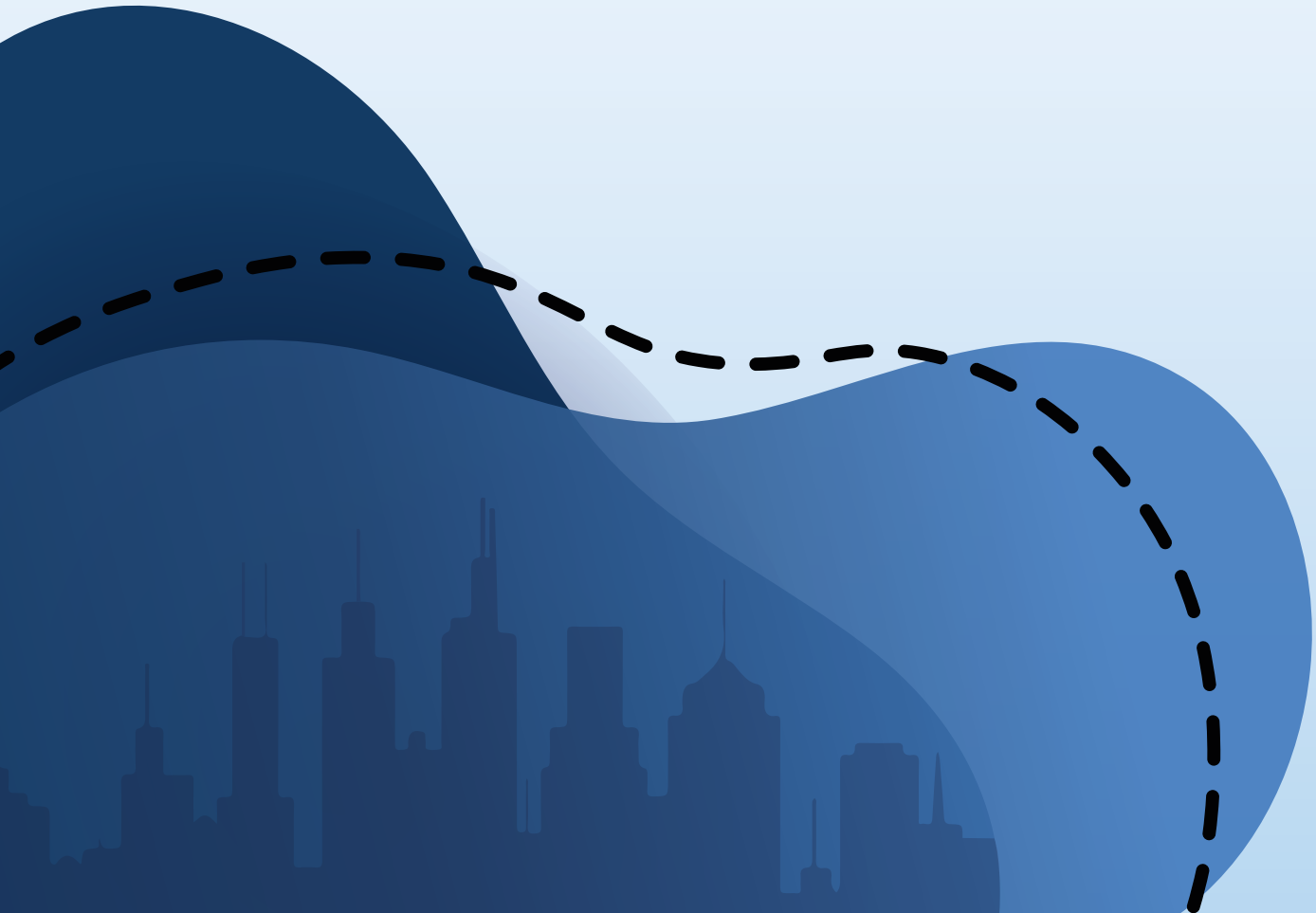
NetSupport

Corporate Solutions



"An **affordable, powerful** asset management suite - and print monitoring capabilities are a bonus."

IT Pro

"The product **deployed very easily and without any disruption** to users."

Arden Fine Foods

"Before NetSupport DNA there was only a **thin line between strategy and chaos.**"

AFL Architects

"NetSupport DNA has **solved all our needs** and has even **more functionality than we expected.**"

Unicef

UK IT INDUSTRY AWARDS

"A mixture of **sophisticated and easy-to-use** support tools packaged into a **well-designed console.**"

PC Pro

About us...

With 35 years' experience and 21 million users, NetSupport is a leading producer of corporate software solutions worldwide. Providing organisations with all the essentials for successful IT management, NetSupport also helps you achieve best practice and maximise resources.

Our award-winning solutions

IT Management

Remote Control

Alerting and Lockdown

HelpDesk and Ticketing

NetSupport DNA

IT Management

NetSupport DNA has the flexibility to scale with your business needs - from a single SME 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 organisations with the tools to manage technology in and out of the office, whilst achieving best practice, supporting staff and assisting with GDPR compliancy.

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, whilst 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, whilst increasing productivity and enhancing security.

PC PRO RECOMMENDED

"NetSupport DNA offers a superb set of features, is a cinch to use and is very affordable."

– PC Pro

KEY FEATURES

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

www.netsupportdna.com

NetSupport Manager

Remote Control

NetSupport Manager provides seamless and secure multi-platform access to workstations and servers across an organisation in any sector.

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 organisation. 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, NetSupport Manager 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 minimise system downtime and lost productivity as support issues are being addressed – making it the perfect tool of choice for any IT team.

"The perfect on-premises support solution with a wealth of valuable features"

– PC Pro 2023 review

KEY FEATURES

- ✓ Fast and secure connection
- ✓ Watch, share, or control the screen
- ✓ View estimated location of devices
- ✓ 2FA, plus a range of encryption levels
- ✓ Secure Gateway (SSL/TLS certificates) 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 Notify is easy to set up and very useful in **getting out messages quickly** and **effectively.**"

Offaly County Council

"The remote support host with the most – **easy to deploy** and offers a **great range of features**."

IT PRO

"A **great product and great customer service** has kept us using NetSupport Manager for years!"

Airport Coordination Ltd

"NetSupport DNA has been a **real time-saver!**"

Dawleys

"NetSupport Manager is **exactly what we were looking for**."

Yokogawa

"NetSupport Notify allows us to **get a message in front of our users very quickly**."

Commercial Catering Spares

"NetSupport Manager is a really useful tool that allows us to **remotely support users from all over the world**."

Arcadia Petroleum

"NetSupport DNA **offered additional features over others** that we looked at. It's great, keep going!"

Digital Applications International

"We have been using NetSupport Manager for years. It allows us to **remote onto our client computers with ease**."

Bloor Homes

"We chose NetSupport Notify as it **fits the bill entirely**."

Kettering General Hospital NHS Foundation Trust

"NetSupport Notify **deployed very easily** and without any disruption to users."

Arden Fine Foods

"NetSupport DNA has been **instrumental in terms of network and asset management** here at Marmalade."

Marmalade

"The automated processes within NetSupport DNA **have really saved the IT team a lot of time.**"

Cork National Roads Office

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

LA Fitness

"Very **easy to configure** and use."

Bradleys Estate Agents

"NetSupport Manager delivers **a wealth of valuable features** at SME-friendly prices."

PC Pro

NetSupport Notify

Alerting and Lockdown

Organisations are fast realising 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, organisations 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 organisations 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 instantly have the information they need to work effectively and stay safe in any emergency situation.

"NetSupport Notify is a cost-effective, mature product, helping us save time and money."

– Bloor Homes

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 unlimited number of users
- ✓ Customise alerts with your branding
- ✓ Include custom audio alerts
- ✓ Send to unlimited 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.

Effectively resolve the toughest support challenges

Easily integrated into any organisation'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 businesses 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 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
- ✓ 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!

www.netsupportservicedesk.com

NetSupport School

Staff Training and Onboarding

NetSupport School is the market-leading and most feature-rich classroom instruction and monitoring solution available for multiple platforms across LAN and WAN.

Also included with NetSupport DNA (optional)

A new way to conduct your corporate training sessions

Knowledge helps every business to develop and grow – and engaged employees who are constantly learning and expanding their skills make for better workers.

Professional development through corporate education and training is something most companies invest in for their employees. And, if you are running the sessions internally, it's good to have a flexible tool on hand to deliver them with.

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.

"We found it worked great with the online training platform we already used, so we eventually made the decision to increase the number of licenses."

– Schneider Electric

KEY FEATURES

- ✓ New user interface in version 15
- ✓ Graded user modes for tutors
- ✓ Real-time instruction tools
- ✓ Screen monitoring (even dual monitors)
- ✓ Testing and assessment tools
- ✓ Language Lab module
- ✓ Internet and application metering
- ✓ Digital journals of lesson content
- ✓ File collection and distribution
- ✓ Virtual whiteboard
- ✓ Lock and blank trainees' screens
- ✓ Multi-platform support
- ✓ Trainee feedback mode
- ✓ Reset system passwords
- ✓ Power on/off all or selected devices

www.netsupportschool.com

NetSupport

www.netsupportsoftware.com

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