



↳ Background

We (Adam Mickiewicz University IT department) are currently taking part in implementation of two multi users ERP Class Systems. We estimate over 400 users (administration Staff) for both systems, and we are responsible to do professional trainings for them.

↳ The Challenge

We currently use two work-classes both with 12 PCs (running Windows XP home edition and connected to LAN). We have installed NSS in tutor mode on 2 clients and the rest 22 clients in student mode. Trainings are performed once every two weeks. Groups content of 10-15 people + one tutor. Depends on the subject of trainings the duration is form 90 – 240 minutes.

↳ Situation

On the beginning of training we make sure all clients are visible within workgroup, and they all running NSS. Tutor Starts new Class in NSS using Class wizard. First part of training is presentation mode only – for that we use “show” option to show the tutor screen to the students. During second part pf training student work with their worksheets. For this part we use “monitor students machines” option to monitor activities of students and interact when needed.

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↳ NetSupport Solution

We have seen NSS program very well put into practice during some Oracle University trainings. That's how we came to decision to buy NSS product for our purposes.

We think NSS is very good solution for our purposes. It is easy to install and user-friendly.

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