



Background

DataViz is an industry leader in developing and marketing Office compatibility and productivity solutions across a variety of platforms including Palm OS, Symbian OS, Java, Windows Mobile, Windows and Macintosh. Founded in 1984, DataViz began its business developing file conversion software and has since expanded its expertise to providing solutions that meet the increasing demands of the handheld and mobile markets.

The Challenge

DataViz was using an alternate solution to manage its server environment in the corporate headquarters and in remote locations. The solution was processor intensive and did not support 64 bit software.

Situation

DataViz decided to find another solution to support and manage its IT infrastructure and specifically, its servers. They learned about NetSupport Manager through a customer and tested it in their environment.

NetSupport Solution

The key differentiations that helped DataViz select NetSupport Manager include the central deployment tool, the small footprint that it leaves on the systems, multiple platform support and the mobile support.

DataViz is able to support its 100 servers remotely and is now using one solution versus multiple solutions to handle the multi-platform issues they face. The need to work on servers from remote locations without travel to the site is critical to save on the staffing resources.

For more details and to download free 30 day software trials go to

www.netsupportsoftware.com

↳ Testimony

"NetSupport Manager has met our needs perfectly and we are extremely happy with the solution. The product operates with very little overhead on the servers which when supporting 24/7 e-commerce activity is critical.

The remote deploy tool has also made the deployment process much easier than other solutions we have used in the past.

Lastly having the Windows Mobile client available to our team has made reacting to problems when they occur no longer an issue of geographic location – they can work on the issue right from there phone!"

- Chris Stenz, Director of Operations, DataViz, Inc

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