



Background

Gallant Greetings is a manufacturer of greeting cards in the United States. Founded in 1966, the company offers a wide range of everyday and seasonal card selections through retailers.

The Challenge

Gallant Greetings was tasked with implementing a new ERP system. They have a computer training lab and wanted to find a computer based training solution in which to train staff and share ideas between departments about how best to implement the ERP system.

Situation

After searching the web and evaluating many computer based training solutions, both software and hardware, Gallant Greetings chose NetSupport School as a key part of its training strategy. NetSupport School was available at a fraction of the cost of a hardware solution and the demo of the product in the lab proved easy to install and use.

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

www.netsupportsoftware.com

NetSupport Solution

NetSupport School was very easy to install and use in our lab. There were no headaches. We just put it in and didn't worry about it. That's the sign of a great tool. We have many consultants and trainers coming into the office for the ERP project and various others. They have all commented on how easy it is to use in the computer lab. The interface is well done and to use it in our learning process is wonderful.

We are a greeting card company and as such, we are very graphically oriented and visual learners. The interface of NetSupport School is so intuitive, anyone can figure it out. Visiting consultants are able to train on the fly in the computer lab without any prior NetSupport School knowledge. We have been using NSS to train our staff on our ERP system.

Having NSS in our lab allows us to not only learn the ERP system, but also discuss and collaborate how different departments are utilizing the solution. As we establish set up procedures, we can show PowerPoint presentations to explain how each department is affected. This gives us flexibility so we don't have to crowd around one PC.

Overall, we are very pleased with NetSupport School. You put it in and forget it. That's the sign of a great tool. It lets us focus on the content of what we are learning in the lab and helps us do our job better.

Testimony

"NetSupport School was very easy to install and use in our lab. There were no headaches. We just put it in and didn't worry about it. That is the sign of a great tool! We have many consultants and trainers coming into the office for the ERP project and various others. They have all commented on how easy it is to use in the computer lab. The interface is well done and to use it in our learning process is wonderful."

- Rick Wilson, VP of Information Technology, Gallant Greetings

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