



Background

Guardians Network and Computer Consulting works with clients to review, design and implement network (LAN and WAN) solutions for small business with under 50 workstations. After installing these networks we maintain the environment's integrity and eliminate down time through remote and local assistance and direct education to system resource users.

The Challenge

Guardians Network and Computer Consulting needed a way to easily manage and support their network and the networks of three remote customers. Site visits were costly for the customers and Guardians' employees were spending too much time out of the office, traveling to customer sites.

Situation

As a consultant, Guardians needed to find an efficient means of remotely managing and providing "Help Desk" support for three different companies. In the past, they had used a combination of web based and remote control software which was confusing and hard to manage. They needed to consolidate licenses so they sourced other remote control software products.

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

www.netsupportsoftware.com

NetSupport Solution

After researching a few applications, NetSupport Manager was selected for its faster performance, depth of features and cost-effective pricing. "I searched the net for 4 days and looked at several potential solutions. I stumbled upon NetSupport Manager and was quite impressed with the offering," stated the owner and systems administrator. "We ultimately put together a multiple license package that saved one client a few thousand dollars over a competing product. NSM allowed me to get my second customer on a remote administration program and saved my third customer approximately \$400.00 over the competition. At present we have 59 workstations and 4 servers using NetSupport Manager v9.0."

Testimony

"The results are outstanding. I use NSM to connect to my remote servers because the remote image is clearer, my programs do not cease operation when I end the session and the footprint on system resources is extremely small.

The TCO is evidenced by my clients not having to pay me a "site charge" when I resolve an issue remotely, which helps them reduce support costs. I am VERY grateful I found the product."

- Owner/Information Services Technician

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