



## Background

Hoss Equipment Company is a global leader in the rebuilt and used heavy equipment industry. Its high-quality rebuilt and used heavy construction equipment includes Caterpillar, Komatsu, Hitachi, Volvo, Terex, Dresser, and many more. Hoss Equipment Company is also a franchise dealer in new heavy construction equipment, parts and service in several geographic territories for Terex, Link-Belt, O&K, Unit Rig, Klein, and Payhauler, among others. With over \$50 million in inventory, they have the used heavy equipment you need, available for shipping anywhere in the world today.

## The Challenge

Hoss has a small IT department that supports a fair number of users. They needed a tool that would allow them to easily and efficiently manage and support their users. "We had been using a competing product for many years, which had done the job in the beginning, but as technology improved and became more complex, the product seemed to encounter problems, especially with dual monitor systems," stated Alan Greenstein, CIO for Hoss Equipment Company.

## Situation

"I scoured the web looking for remote control products, from companies & products I never heard of before to known products. As soon as I installed and used NetSupport Manager and realized how little effort was required and how intuitive the program was, I knew that it would work well in our environment. We currently have NetSupport installed in approximately 80 systems in over 8 locations and we are getting ready to deploy it to the remainder of our systems. All of our servers have NetSupport installed which makes it very easy to "be at the console" from anywhere in the world."

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

[www.netsupportsoftware.com](http://www.netsupportsoftware.com)

## NetSupport Solution

"NetSupport works great in this environment and we haven't encountered the system problems that we had with the other product. In addition, we had customer service issues with the previous company and I knew it was time to look for a customer-centric company, which I found in NetSupport."

"We quickly found that NetSupport was much faster, easier to deploy, and easier to use than the previous product. File transfer was efficient and fast. I only wish that I would have switched to NetSupport years ago!"

## Testimony

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