



## Background

Hearth & Home Technologies™ is the world's leading producer and installer of hearth products. Hearth & Home Technologies family of brands offers a product line unsurpassed in its breadth, including a full array of gas, electric, and wood burning fireplaces, inserts, stoves, grills, mantels and more. Their Heatilator and Heat-N-Glo brands are the strongest in the industry, and their products are designed to incorporate the very latest in materials and technology.

## The Challenge

H&H was currently using another remote support product and was having problems primarily with access speed. With over 450 remote machines to support, being able to quickly respond to user's computers became a top priority.

Their goal was to find a product that was easy to deploy and manage. They also wanted a product that offered no delays when accessing the remote computers.

## Situation

Hearth & Home selected NetSupport Manager remote control software based on its speed and performance. Another key feature was the ability to remotely deploy the software across its vast network. What would have taken days took only minutes and the support team was quickly controlling its network.

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

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

## NetSupport Solution

Hearth & Home lowered its total cost of ownership through increased response rates. "NSM is great. It cut our support time in half when we have to connect to a computer" stated Dave Jacox, Desktop/Network Analyst.

## Testimony

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– Dave Jacox, Desktop/Network Analyst

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