



Los Alamos National Laboratory is a Department of Energy (DOE) laboratory, managed by the University of California. The Laboratory is one of the largest multidisciplinary institutions in the world. It is the largest institution and the largest employer in Northern New Mexico with approximately 6,800 University of California employees plus approximately 2,800 contractor personnel. Their annual budget is approximately \$1.2 billion.

Los Alamos National Laboratory is spread out over one square mile campus with 30 buildings and three technicians supporting roughly 1,100 computers. The campus atmosphere accounts for roughly two to three hours daily of the technicians' travel time to and from PC desktops. The goal of the company is to reduce time lost physically visiting computer desktops at the campus and to increase productivity and response times (about half of the IT calls involved easy to fix problems).

After reviewing numerous PC management solutions, Los Alamos National Laboratory selected NetSupport Manager for its seamless remote access capabilities. Los Alamos National Laboratory rolled out NetSupport Manager on 100 computers (high maintenance users) and plans to upgrade to all systems over the next few years as needed.

NetSupport Manager has reduced down time by 8 - 10 hours a week per Technician, significantly improving response time, worker productivity and customer service.

"We gain more work from our Techs, less down time. Separately, a few hours here and there doesn't sound like much, but add up all of the hours lost over the course of the year and it's staggering. A lot of this time can be recovered – more work, less overtime, better customer service. A win-win situation."

– Bradley W. Sorensen, NetSupport System Administrator, Los Alamos National Laboratory

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

www.netsupportsoftware.com



Tel: +44 (0)1778 382270

Email: sales@netsupportsoftware.com



Tel: +49 (0)89 550 508 -30

Email: sales@pci-software.de



Tel: 770-205-4456

Email: sales@netsupport-inc.com



Tel: 905-415-4708

Email: sales@netsupport-canada.com