



## Background

For over 20 years, Mercedes-Benz of Memphis is committed to delivering exceptional service, from the minute one enters our Showroom or Web site.

## The Challenge

MB of Memphis needed a way for one person to easily manage and support their network of 70 computers.

## 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](http://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.

## Testimony

"In general, the main benefit is time. With NetSupport, one person can run the dealership network of 70 systems that would take 2 or 3 people without NetSupport. NetSupport makes us much more flexible and has provided added savings of not having to hire another IT employee."

"The remote control feature keeps me from having to walk all over the dealership. Employees do not have to wait for support or repair, as help is only a phone/chat call away. And I can pull hardware inventory and see if they added anything to their systems to cause problems. Offsite access is a bonus. I doubt that I could have handled it alone."

- Systems Administrator

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