



Background

The Rice Lake Area School District is an exciting place in which to work and learn. RLASD serves 2,463 students in four-year-old kindergarten through grade twelve. With an annual budget of \$27.6 million, the District employs over 200 professional staff and 115 support personnel.

The Challenge

"We were looking for a way to discreetly monitor what users (students) were doing on the computers to ensure that our resources were being used in an appropriate manner. We also needed a way for the IT staff to more effectively and efficiently assist users with their problems. We wanted to find a software product that would allow multiple workstations to be monitored and connected to from a single location."

Situation

We considered many competing products such as Altiris, and also considered using Windows Remote Desktop, but ultimately found that NetSupport School was the most reliable and easy to use product available. It is currently deployed on all desktop computers in all buildings in the district (approx. 680 workstations) and proves its worth on a daily basis.

NetSupport Solution

NetSupport School has been an incredible asset to our staff when they are teaching in a lab setting. It has also improved the level of tech support we are able to provide by allowing us to connect directly to the user's computer and walk them step by step through a problem.

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

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