



Background

RSTechED is Rockwell Automation's annual premiere technology and commercial update event for which the main objective is to provide their sales force, channel partners, and customers with the knowledge and tools necessary to deliver their products and solutions to market in a successful manner.

RSTechED is a week long training event targeted at the Rockwell Sales Channel. Attendees take part in interactive technical and commercial sessions designed to inform and educate on Rockwell Automation's various products and solutions. Also included in the week are various networking activities, including a Welcome Reception and a hospitality night during the week.

RSTechED's primary purpose is the education of its attendees. Over the course of the week, attendees have the opportunity to participate in hands-on labs, commercial and technical discussions, integrated demonstrations, and customer application stories. With over 140 different sessions being offered, the goal is to provide each attendee the opportunity to explore any and all of Rockwell Software's products from beginner level overviews to in-depth, advanced hands-on labs.

Over 1200 Distributors, Partners, OEMs, and Rockwell Automation sales personnel attend RSTechED each year. Also included in the target audience are key, end-user customers, including attendees from Kraft Foods, Michelin Tire Company, Walt Disney World Company, Alcoa, and Anheuser-Busch, Inc.

The Challenge

Rockwell Automation was tasked with training its customers and partners at its annual event. They expected an attendance of over 1,000 people and wanted to find a computer based training solution in which to train and instruct them about new Rockwell solutions.

Situation

After searching the web and evaluating many computer based training solutions including hardware, Rockwell Automation chose NetSupport School as a key part of its software training strategy.

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

www.netsupportsoftware.com

NetSupport Solution

"NetSupport School was very easy to install and use at our event. There were no headaches. We just put it in and didn't worry about it."

We had to pre-install all of our systems with NSS before we sent them to the conference facility in AZ. With NetSupport School, we were able to easily show presentations and software demos to attendees.

We had no problems with the software and our attendees were pleased with the ability to see the presentations on their individual screen, which increased attendees' comprehension of complex topics."

Testimony

"We see NetSupport School as a crucial delivery tool for the success of our conference."

- Jim Spaeth, Sr. Marketing Engineer, Commercial Events.

Attendees' Comments

"The technology was 'just there' without having to think about it. The monitors that echo the presentation, etc. were fantastic."

"I liked the powerpoint presentations being displayed on our local monitor."

"Technically well done - individual screens for presentations so short people like me don't have to peer over people in front of me."

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