



Background

Strack & Van Til (SVT, LLC) is a regional, high volume grocery chain operating in Northwest Indiana and Chicago, Illinois.

The Challenge

SVT, LLC's network is spread out over 21 locations. They needed a method to remotely administer mission critical computers from a central office.

Situation

Their idea was to look at remote control software. "We looked for software which was stable and provided for file transfer capabilities as well as remote control capabilities. We evaluated products such as pcAnywhere and NetSupport Manager. We chose NetSupport Manager because of the clean user interface and the stability of the product over a broad range of Windows based operating systems," states Henry Bykerk, IT Director for Strack & Van Til.

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NetSupport Solution

The project is complete and a success. SVT, LLC has installed NetSupport Manager on 175 computers located in all 21 locations. Bykerk remarks, "The results of our solution have been wonderful. We are able to remotely administer our mission critical computers from our central location as well as from home.

"Monetary value would be difficult to determine aside from the fact that we have not added any IT support staff since we have implemented the solution. Obviously, we are able to provide much better support and more rapid response time than if we had not implemented the solution."

Testimony

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- IT Director, Strack & Van Til

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