



Background

Singapore Telecommunications Limited (SingTel) is Asia's leading communications company with a comprehensive portfolio of services that include voice and data services over fixed, wireless and Internet platforms. Serving both the corporate and residential markets, SingTel is committed to bringing the best of global communications to its customers in the Asia Pacific and beyond.

The Challenge

In-house technical Helpdesk at present needs to support 1600 PCs in 4 offsite locations. Any PC and network with problems are channeled and supported by the Helpdesk Centre. It is critical for them to minimize the PC network access downtime by remotely solving their problems from the Helpdesk.

Situation

After evaluating many desktop management software SingTel selected NetSupport Manager because of its excellent remote control and comprehensive security features. The ease of implementation and usage requires minimum training of the technical support staff was a plus point.

NetSupport Solution

The ability of NetSupport Manager to access remote locations for problem solving and technical assistance have proven to be beneficial to both our Helpdesk support staff and endusers. We are able to save on traveling time and give immediate support to our remote sites, thus minimizing the down time. NetSupport Manager is an excellent & cost effective solution for us to support our staff. Wherever they are we can support.

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

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