



Background

Facilities Services supports the University of Chicago in campus planning and construction. It operates and maintains 119 campus teaching, administrative and research facilities and cultivates and maintains campus gardens and lawns. Facilities Services employs nearly 250 full-time employees.

The Challenge

The goal of Facilities Services was to find and implement a scalable infrastructure that would help the IT group and Facilities Services overcome the “limited IT availability” bottleneck. One department located across campus would receive service twice a month under normal conditions. It became quite clear that needs of this particular department were not being fulfilled from a technical point of view. In addition, the remote management systems currently in place were unable to handle the complex demands placed on the IT staff for efficient technical issue resolution.

Situation

Facilities Services selected NetSupport Manager because of its robust platform, quick client deployment, customizing infrastructure, scripting support and workload tracking. Ease of implementation and deployment, stability, security and a low network footprint were also qualities that were necessary in the selection process when NetSupport Manager was chosen.

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

www.netsupportsoftware.com

NetSupport Solution

NetSupport Manager reduced the number of service order requests from just one department by 30% in comparison with the previous month. The ability of NetSupport Manager to access remote locations of the campus to perform inventory and needed technical assistance has proven to be beneficial to both the users and IT staff. Facilities Services continues to rollout NetSupport Manager on workstations as they grow.

Testimony

“NetSupport Manager’s value grows exponentially with the growth of workstations on the network. After deployment of NetSupport Manager client to one department, the number of service order requests went down 30% in comparison with the previous month. NSM is a solid product.”

– Igor Vazhenin, Network Administrator, Facilities Services of University of Chicago

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