



Background

Fibres made by Wellman International Limited are key components of the world we live in. Home furnishings, car interiors, carpets, hygiene products, geotextiles and technical textiles all rely on the versatility, strength and adaptability of our polyester fibres.

Wellman fibres are widely used in non-woven and filling applications, providing comfort, durability, softness and functionality, combined with the potential for creative design and styling.

Wellman fibres provide all the high performance characteristics that manufacturers, product engineers, and of course consumers, demand.

The Challenge

Networks continue to evolve, growing in capability and complexity. A diverse range of platforms, protocols and physical assets provides PC Management and Remote Control Software solutions, with the continuous challenge of being able to offer support to a variety of configurations and to ensure that critical IT infrastructure is available when needed most.

Wellman International's Wide Area Network comprises over 150 PCs located in 7 sites in 6 different countries.

Situation

NetSupport Manager came recommended, combining powerful PC remote control with advanced desktop management functionality leading to one of the fastest levels of ROI available on the market today. With NetSupport Manager in place the IT team based in Mullagh, Kells, Co Meath can control unattended servers and key PCs across a diverse network from Ireland to the UK, France, The Netherlands, Germany and Belgium.

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

www.netsupportsoftware.com

NetSupport Solution

Emphasis is now placed not just on providing more efficient technical support but also in simplifying management tasks and in offering secure remote and mobile working possibilities.

Standard features such as inventory, multi-platform support and multi-control sessions can increase the efficiency of support operations.

Every organisation, whether large or small, depends in part on their IT infrastructure to remain competitive & efficient and to ensure static workers and mobile users maximise their productivity for the business.

It therefore follows that the IT Department is one of the most essential resources within a business entity and so supporting this function is critical to any success, whilst ensuring capital expenditure and associated costs are kept to a minimum.

Historically Remote Control software has been presented as the most efficient solution in improving the responsiveness of the helpdesk and support departments. It's largest single contribution being the tool that removes the need for support staff to physically visit a users PC to resolve technical issues.

The dual benefits of this are that users are presented with speedier response times and so the downtime of critical applications is reduced together with support staff being able to operate more efficiently as their resources are 'on hand' and not 'on the road' visiting users.

As with other areas of IT, remote control has evolved, with users looking for multi-tasking solutions and the associated economies of scale, where they can rely on a single box product to perform a whole range of functions, where traditionally this was handled by multiple software packages and vendors.

NetSupport Manager (NSM) is no exception to this evolution. Combining unrivalled remote control with innovative desktop management functionality, NSM offers one of the fastest ROI's on the market.

Testimony

"We needed to improve technical support for our remote servers and users"

- Joe Hanley, IT Manager.

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