



Background

Carmel College is a Technology College that's committed to providing the latest equipment and facilities. At present we have close to 300 networked pc's and laptops, projectors and white boards in nearly every classroom.

Carmel continually looks to improve the teaching and learning environment for all students and staff. With the completion of our impressive John Caden Hall, new Technology Block and new Learning Resource Centre in 2004.

The Challenge

The College was looking for a help desk solution to help them improve the efficiency of their ICT department.

"When I joined the college, the ICT staff were using emails as their fault reporting procedure. This made it difficult to work out who was doing which job, or indeed if it had been done at all. I decided we needed a software helpdesk solution."

Situation

The College reviewed other software options, such as LANDESK and a shareware helpdesk, but selected DNA Helpdesk due to its ease of use and range of features.

"I saw NetSupport at the Bett show in January 2008 and was very impressed both by the product and the staff."

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

www.netsupportsoftware.com

NetSupport Solution

NetSupport DNA Helpdesk has improved the efficiency of the ICT department. The teachers and staff now have a single point to report problems, via a web browser and ICT staff can easily track problem resolution.

Testimony

"As a manager, I can easily check on the tabs and deadlines to ensure problems are being dealt with. Also the Active Directory synch was useful and has saved time entering/registering accounts."

- Paul Butler, ICT Manager.

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