



Background

Fujitec America, Inc. is a worldwide leader in the design, manufacturing, installation and service of state-of-the-art elevator, escalator and automated walkway systems.

The Challenge

Fujitec's IT department was faced with a situation involving a small IT support staff at their headquarters site coupled with a large user base that was geographically widely distributed.

Situation

Fujitec's situation was fairly typical – How do they keep tabs on all of their hardware and software installations, plus provide reliable, quick and easy desktop support for their user base? They looked at a couple of other vendors briefly. However, upon learning about NetSupport, the choice of solutions was quite clear.

Fujitec has NetSupport Manager, NetSupport DNA and NetSupport School installed at their headquarters location, with the NSM remote control client and DNA client installed on each user's machine throughout their organization. This includes users at their headquarters facility as well as their user base throughout the US and Canada

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NetSupport Solution

NetSupport has given us an incredible value – to the point that it is not possible to quantify it in a dollar amount. Our small IT staff can quickly and easily take control of a remote desktop machine and solve our users' problems for them – without having to talk them through the solution over the phone.

With a simple click or two of the mouse button, our system administrator can use NetSupport School to train new users on various software applications, which saves travel time and money while increasing the productivity of our user base. NetSupport DNA provides us the ability to monitor software installs, licensing, and asset tracking – all with the simple click of a button." states Peter Jung, Network Manager.

Testimony

"You have a great product that earns its keep every day - we rely on the functionality and information it provides. Please feel free to use our name as a very satisfied user."

– Rick Groth, CIO, Fujitec America

"NetSupport DNA and NetSupport Manager have made the challenging tasks of desktop support and asset tracking over our geographically distributed organization a snap. Our end users really appreciate our ability to help fix their problems via remote control, rather than through the traditional long phone calls.

Our System Administrator's have used the NetSupport School Tutor to train remote staff with great success, saving the company thousands of dollars in travel expense and lost time due to travel."

– Peter Jung, Network Manager, Fujitec America

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