



Background

Genum Corporation designs innovative semi-conductor solutions and intellectual property (IP) cores for the world's most advanced consumer connectivity, video broadcast and data communications products. Leveraging the company's proven optical, analog and mixed signal products and IP, Genum enables multimedia and data communications products to send and receive information without compromising the signal integrity.

The Challenge

To provide technical support effectively and in a professional manner. I had experience with Jnexus.

NetSupport Solution

We have NetSupport version 10.02 to provide remote user support and NetSupport DNA version 2 to log calls on help desk. It has helped us to log calls in the case of any technical incident and provide call logs history to resolve the issue if the same incident happens again. It also helps other IT Techs to look into the history and provide a faster and better solution.

Results

It provides a fast solution over the network and sometimes we have to walk through with the user to resolve the issue. It helps them to rectify the same issue and helps their colleagues. It also helps us to work on the laptop/desktop in off-hours in case the end user is busy during working hours.

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

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