



Background

Imagineering Enterprises is a provider of metallurgical consulting and process applications in a wide range of markets where finish is merely a beginning. Our processing facility is certified to world class quality and environmental standards, and we are one of the first metal finishing companies in the world to achieve QS-9000, ISO 9002, AS 9000 and Nadcap quality program accreditations, in addition to attaining the ISO 14001 Environmental Management System certification.

The Challenge

As a growing company, we needed to find more efficient ways of managing our Information Systems without adding additional overhead. Our Information systems were expanding into new areas of our business, as well as becoming increasingly more complex.

We also began to expand our business through the acquisition of additional facilities, and the implementation of a remote sales force. We needed an efficient way of assisting our users with computer hardware and software problems no matter where they were located at the time. We decided to purchase a remote control solution to assist us. However, this solution needed to be centrally managed so we did not have to provide support resources at each location to properly deploy the tool.

Situation

We originally became a NetSupport customer through the Manager product. We looked at other alternatives such as PC Anywhere, Terminal Services, etc. We actually began using a competitor's product before learning about NetSupport, then changed to NetSupport. NetSupport was the easiest product to use, deploy, and manage after installation. It also was the most cost effective given the different upgrade and bundled options presented. After using NetSupport for years, we expanded our use of your products by purchasing DNA last year. We currently use the two products to manage eight servers and about 60 clients.

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

www.netsupportsoftware.com

NetSupport Solution

NetSupport Manager allows us to remote control any computer within our organization, no matter what facility it is located in. This has allowed us to improve our internal customer satisfaction.

The software also improves our ability to train our users in various software products since we can remote into their workstations and provide one-on-one training using their actual tasks.

The software has proven invaluable to us as a daily tool in managing our Information Systems.

Testimony

"NetSupport Manager allows us to remote control any computer within our organization, no matter what facility it is located in. This has allowed us to improve our internal customer satisfaction.

The software also improves our ability to train our users in various software products since we can remote into their workstations and provide one-on-one training using their actual tasks."

- Jeff Waldron, Director of Information Technologies, Imagineering Finishing Technologies

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

www.netsupportsoftware.com



Tel: +44 (0)1778 382270

Email: sales@netsupportsoftware.com



Tel: +49 (0)89 550 508 -30

Email: sales@pci-software.de



Tel: 770-205-4456

Email: sales@netsupport-inc.com



Tel: 905-415-4708

Email: sales@netsupport-canada.com