



Background

Founded in the early 1970's and based in Athens, Georgia, AIC InsuringAmerica, Inc. is a full service insurance agency offering all lines of insurance and representing numerous insurance carriers.

The Challenge

With three small locations and one main office to manage, the company required a product that provided effective remote support to all workstations across the network both in terms of technical support and user training support.

The company tried NetMeeting and GoToMYPC but with their extensive use of VPN and Terminal Server found that they did not serve well for desktop support.

Having trialed NetSupport Manager free for 30 days it quickly became apparent that this was the answer to their problems.

NetSupport Solution

Director of IT, Bill Kemper outlines why NetSupport Manager has proved to be the best fit for their needs;

"NetSupport Manager has been a fantastic solution because it has very minimal demand of system resources, extreme flexibility for supporting from several locations and a great set of features for identifying system issues on the remote machines, specifically the Inventory component which helps us monitor hardware and installed software."

"NetSupport Manager's presentation tools help greatly with user training. The ability to show information direct to the remote desktop on an individual or group basis, backed up by a set of drawing and annotation options to help highlight key points, is a real winner."

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

www.netsupportsoftware.com