



## ↘ KJM Computer Solutions, Inc.

"I am using NetSupport Manager to remotely support my clients. I run a computer support company and my niche is the dental field. Dentists don't have time to sit on the phone with someone while their patient is in the chair. When they have software/hardware issues, they make one call. I access their PC remotely and start fixing.

NSM helps me remote control the dentist's computer and instead of asking questions, I can directly see the problem. I can also send files, monitor systems and pull hardware and software inventory on my clients' computers for troubleshooting. My client response and resolution times have decreased, allowing me to further expand the number of clients I'm able to support plus I am doing my part of going green by eliminating unnecessary travel time through remote support.

### Surprise Benefit - Tracking A Laptop Theft

Unexpectedly, a thief broke into my car back in November and stole my laptop and bunch of other items. I had NetSupport Manager loaded on the laptop so I can as stated above fix my clients' problems remotely no matter where I am.

About a week later, one of my associates noticed that my stolen laptop appeared online through NSM's internet gateway feature. We jumped online to watch and see what the person was doing - things we don't want to mention. We monitored him for about 2 days using NSM. The thief started to notice that something was going on. When we would monitor the laptop online, he shut down the laptop.

I ordered a copy of a computer tracking software product to install on the laptop, hoping they could retrieve it for me. At the same time, we loaded some software on the laptop to use the existing webcam and see our thief. It worked well. We were able to wait until he left the room or went to bed and activated the tracking software. The computer tracking software was able to identify the ISP, but said it would take weeks before legalities start. That timeframe was not fast enough for me. We kept a distant watch on him over the next few weeks.

One day, the thief had left the laptop on and was carrying it around with him. We were able to see everything. He was in a restaurant where he worked. That restaurant was 5 minutes from where the laptop was stolen. I alerted the detective. I gave him the address and pictures of the thief from screen shots of the webcam. It took the detective 3 tries before he located the thief and he was finally able to retrieve the laptop."

*"I now have my laptop back and am happily supporting my customers remotely thanks to NetSupport Manager." - KJM Computer Solutions, Inc.*