



Background

Mecalux is a multinational company dedicated to physical storage systems. They are principally involved in the design and manufacture of metal shelving, automatic warehouses and other storage solutions. Mecalux are based in Cornellà (Barcelona) and have approximately 3000 employees worldwide.

The Challenge

Mecalux needed real-time inventory of their IT assets, needed to instantly know their hardware and software configurations and needed to offer remote assistance to each PC. Additionally they needed to be able to remotely install applications. They were looking for a solution that would offer all of these features in a user-friendly and intuitive manner, without intensive time requirements in configuration and administrations.

Situation

The solutions evaluated were NetSupport DNA and Novell ZenWorks, which in the end was discarded because of a large number of problems Mecalux encountered during the initial testing and also the great amount of time and dedication required to configure and operate the software.

The chosen solution, NetSupport DNA, offered a high level of features such as hardware and software inventory, remote control and technical support, Internet and application usage metering and software distribution. Additionally, it was easier to install and did not present any problems during the evaluation process.

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

www.netsupportsoftware.com

NetSupport Solution

Thanks to NetSupport DNA, Mecalux has real time, centralized inventory of their IT assets as well as the ability to remotely install applications to all of their PCs. NetSupport DNA also allows them to offer complete remote technical support to all their users.

This allows them to have a detailed and deep knowledge of their network and at the same time allows them to meet the needs of their users, allowing them to save time and more effectively use their IT resources, which translates into cost savings. Their IT Department is now freed up to work on higher value-added projects.

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