



↳ Background

Mid-Hudson Valley Federal Credit Union was established in 1963 and currently services 8 branches in 3 counties in upstate New York. Currently, it serves 49,584 members and has an asset size of \$610 million.

↳ The Challenge

Mid-Hudson Valley Federal Credit Union's goal was to find a software solution that provided the following: encryption, simultaneous remote connections, asset tracking and the ability to easily move files from one device to another.

↳ Situation

Mid-Hudson Valley Federal Credit Union looked at no-cost and retail remote control solutions. It was during this search they discovered NetSupport Manager and NetSupport DNA. During testing the IT department found that Netsupport would meet its needs and then some. With NSM's 256 AES encryption, file transfer and file distribution capabilities.

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

www.netsupport-inc.com

↳ NetSupport Solution

Mid-Hudson Valley FCU's IT department manages systems for over 250 employees as well as servers. The team uses NSM to deploy files and updates to any number of systems. NetSupport DNA is used as a central repository for all software license and contract renewals as well as remote control. This was achieved by creating customized tabs and queries that easily pull inventory on a system in seconds.

The immediate benefit to the team was the fact that they didn't have to physically travel everywhere to support their systems. The ability for the team to create custom queries using the NetSupport DNA database was a big improvement over the in-house database.

↳ Testimony

"NetSupport allows me be in five places at once. And with DNA, IT Asset Management is much easier."

- Database Administrator for Mid-Hudson Valley Federal Credit Union

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