



↳ Background

The Outagamie Waupaca Library System (OWLS) is a federation of the public libraries in Outagamie and Waupaca counties located in Wisconsin. Each member library is completely autonomous, funded and governed locally, but contracts with OWLS for the purpose of coordinating and strengthening services. OWLS does not ordinarily provide direct library service; instead, it serves patrons through their local library.

↳ The Challenge

In the past, when an OWLSnet service (Internet Access, InfoSoup Card Catalog, eMail...) went down, the OWLS Staff found it difficult to keep the libraries informed about the problem. Calling all 50 library locations can take 45 minutes or more, calling trees can be broken, and not everyone watches their email every minute at work. We needed to find a way to contact our customers (the public library staff) that was reliable and fast. Thus allowing the OWLS support staff to work on the problem rather than be on the phone explaining that we were aware that one of our services was not working.

↳ NetSupport Solution

NetSupport Notify (NSN) is one of those products we hope we never have to use but are very pleased that it is available when we do need it. We are only planning to use NSN when one of our electronic services has failed. When NSN is needed it will allow us to immediately contact our customers with information and instructions regarding the problem service. No more phone calls, broken calling trees, or unread emails.

Favorite Features: The ease of installation. The simple, uncomplicated Client and Agent interface. The outstanding NetSupport Customer Support during our pre-purchase testing phase.

For more details and to download a free software trial, go to

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