



Background

Papio-Missouri Natural Resource District in the state of Nebraska use a combination of NetSupport technologies to manage their IT infrastructure and support their 'roaming' workforce.

Nebraska's Natural Resources Districts began serving the people of the state in 1972. 154 special purpose resource management entities, including county soil and water conservation districts, drainage districts and watershed boards were combined into 24 NRDs. No other state has a system for managing its natural resources identical to Nebraska's NRDs.

NRDs are multi-county governments organized along major watersheds with broad responsibilities to protect and enhance the state's natural resources. Major Nebraska river basins form the boundaries enabling the NRDs to respond best to local needs. Partnerships built between NRDs and other resources management agencies - both state and federal - have strengthened the overall conservation effort.

The Challenge

The challenge was two-fold:

- Decisions on the upgrade and roll-out of new technology relied on providing management with accurate up-to-the-minute Hardware and Software Inventory reports.
- A fast and reliable Remote Control solution was needed to support the districts workforce, many of whom work on the move and use a variety of machines including laptops and netbooks.

Track-It, Remote Desktop and VNC were all trialed but the customer encountered constant connectivity problems.

NetSupport Solution

IT Manager Trent Heiser explained the reasoning behind the Districts decision to choose NetSupport; "We had tried a variety of solutions but constantly had connectivity issues trying to 'remote-in' to our various locations. Since deploying NetSupport Manager we've had no such problems, we have been able to support all sites in the district remotely saving us time and money by not having to physically visit the sites."

"NetSupport DNA has enabled us to easily maintain an up-to-date Hardware and Software Inventory of the districts IT Assets. The added bonus is the ease with which we can 'query' the data and produce custom reports for management. I would have to say that implementing this solution has lowered TCO by about 8-10 percent."