



## Background

Rosemont Pharmaceuticals Ltd. is a leading developer, manufacturer and supplier of high quality oral liquid medicines which are used by patients who are unable or unwilling to swallow solid medications. Based in Leeds, the company employs approximately 170 people whose R&D expertise has helped to develop over 90 oral liquid medicines.

## The Challenge

Rosemont's products are distributed by regional sales teams and providing IT support to these offices was proving costly in terms of both time and money as Senior IT Officer Dave Orwin explains;

"We needed to put in place a reliable solution that would help improve the service to our dispersed Sales offices and cut costs. We regularly need to install software on the sales laptops and this involved posting discs out to each office. This approach could obviously lead to a number of issues, with the end user having to install for themselves!"

## NetSupport Solution

"NetSupport Manager came highly recommended by one of our software suppliers and we haven't been disappointed."

"The product has made support provision so much easier and efficient, resulting in significant time savings. The image of the IT department has also improved as a result of being able to resolve end user problems quicker."

"The ability to remotely transfer software to users laptops has proved invaluable. NetSupport Manager has provided significant cost and time savings and the service from NetSupport has been excellent throughout."

With support for Windows, MAC, Linux and Windows mobile systems, NetSupport Manager offers complete compatibility for today's multi-platform and dispersed corporate environments and the product has proved to be the ideal tool to provide remote support to Rosemont's Sales teams.

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

[www.netsupportsoftware.com](http://www.netsupportsoftware.com)