



Background

Since 1976, Rubicon has been developing and supplying integrated software and technical solutions to a wide range of industries.

Rubicon's innovative use of technology delivers real-time, flexible and agile computing throughout the business and where it is needed most.

The Challenge

Rubicon provides combined application software, business intelligence tools, technical environment and hardware solutions to meet the requirements of customers. These solutions are supported by a comprehensive range of consultancy, project management, training, equipment installation and ongoing support services delivered by experienced personnel.

We had a number of objectives in mind when looking for a package of solutions to meet our needs. First and foremost we needed a remote support tool. Asset tracking was another key area as was the protection of our systems.

Having had previous experience of NetSupport products I knew they would be able to meet our needs.

The Solution

The benefits are two fold. Being able to support clients remotely means we are able to action IT related issues much quicker and with the added protection that NetSupport products provide we are finding that less problems are being raised in the first place. The asset tracking and license management components have helped maximise the return on investment.

The Replay Files feature which enables us to record desktop activity has proved very useful. The Hardware/Software Inventory reports are also a godsend. NetSupport Protect has enabled us to limit the number of system related issues. It is very easy to pick and choose the system components you want to make available to end-users and should anything disastrous happen the Rollback and Recovery option is a life saver.

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

www.netsupportsoftware.com