



Background

From newborns to grandparents, T.J. Samson Community Hospital has been an integral part of south central Kentucky's health for nearly a century. Since 1929 the hospital has been dedicated to keeping generations of citizens healthy throughout their lives.

As in the past, T.J. Samson Community Hospital will continually strive to provide future generations with the best health care available, keeping patients and families at the forefront of their efforts!

The Challenge

T.J. Samson's IT department has four employees supporting 1100 users and 600 PCs.

"We were needing a remote control solution to help our support services to be more efficient. It was hard to only have a few techs for the number of PCs and servers we had to support."

"In my opinion the IT department in a hospital environment is a bit different from other environments because of HIPPA regulations. Security is an important issue."

NetSupport Solution

"We looked at a few other remote control software solutions, but none of them looked to be as easy to deploy, maintain, and use as NetSupport was.

Having NetSupport Manager has more than doubled the amount of problems we can resolve in a single day. Instead of taking five minutes to walk across our campus just to get to the PC with the issue, I could possibly have the issue resolved in that amount of time.

We save several hours a week just from not having to get up and go to a PC that has a simple problem that can be fixed remotely using NetSupport quicker than I can get up and walk out of our department. NetSupport Manager has changed the face of IT support for our organization forever."

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

www.netsupportsoftware.com

↳ Testimony

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- IT Technician, T.J. Samson Community Hospital

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