



## BASE 4000 - Roskilde Produktionskole

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### How is the software currently being used in your organisation?

The 'Client' software is easily deployed to the required remote systems. Making a connection from the NetSupport Manager 'Remote Control' programme is fast and secure across our local network.

### The challenges we were trying to solve:

We were looking for a state-of-the-art remote control software solution that could help with two challenges: For students looking to enter into a career in IT we felt it would be very useful for them to learn how organisations use a product like NetSupport Manager to remotely support PCs and their users. Secondly, it would give me and my team the tools needed to support our own systems and servers more efficiently.

### Why did you choose our product?

Performance is excellent, easy to use, secure, and we don't even notice any lag at all. The software's file transfer and inventory features are particularly useful remote management tools. The ability to remote-in to our servers at any time was another key factor in our decision and with NetSupport's Gateway component, included free of charge, this enables us to do this securely from any off site location.

### How/where has NetSupport added value?

Overall, NetSupport Manager has proved a great addition to our IT support tools and is helping our students understand the type of software that a typical IT technician would use. Also, thanks to its excellent performance we managed to save money, time and increase productivity.

The service from the NetSupport team has also been superb.

### Would you recommend NetSupport Manager?

*Yes*

“ Performance is excellent ”

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