



Burgas Municipality (via Innovakom)

How is the software currently being used in your organisation?

NetSupport Manager is used to support users of IT assets across 14 offices across the Burgas Municipality from a single location..

The challenges we were trying to solve:

The Municipality wanted to find and implement a scalable software solution to help the IT become more efficient in line with its status as a “smart city”.

Why did you choose our product?

Burgas Municipality selected NetSupport Manager because of its robust platform, quick deployment, customising infrastructure, scripting support and workload tracking.

Ease of implementation and deployment, stability, security and low network footprint were also qualities that were necessary in the selection process.

How/where has NetSupport added value?

NetSupport Manager reduced the number of service order requests by 35% just in one month, allowing all employees to focus on providing effective and efficient public services as per the internal procedures.

Would you recommend NetSupport Manager?

Yes

“ NetSupport Manager reduced the number of service requests by 35% in one month ”