



Mid-Continent Public Library

Alan Chapin, IT Assistant Manager

How is the software currently being used in your organization?

Our technicians use NetSupport Manager to run remote sessions to manage the many computers we have in different locations. It's great for managing everyday tasks and we find that the Gateway is especially helpful for keeping track of mobile computers.

The challenges we were trying to solve:

We wanted to find a solution to help us remotely manage the 1200 staff and public computers that we have across 31 different locations - and NetSupport Manager saves our technicians from having to visit each individual site.

Why did you choose our product?

We have been using NetSupport's products for several years and we find that NetSupport Manager is easy to use, allows us to perform common management tasks and, with 31 locations to manage, is more cost effective than hiring more technicians!

How/where has NetSupport added value?

We are able to fix a large number of issues remotely which would otherwise require a trip to the branch. This is important, because we have several locations more than 40 miles away.

Would you recommend NetSupport Manager?

Yes

“NetSupport Manager is key in our operations”