

How NetSupport enables an Architecture and Urban Design practice to manage technology

BPTW - Simon Ng, IT Manager



Pictured: BPTW's studio in Greenwich looks across Deptford Creek towards the Laban Centre
(photo credit: Tim Crocker, our thanks to BPTW for supplying the photo)

Overview

Architecture and urban design practice BPTW wanted to easily keep track of its hardware and software, as well as being able to seamlessly provide remote support with unattended access to employees.

NetSupport spoke with BPTW's IT Manager, Simon Ng about how the practice uses NetSupport DNA and NetSupport Manager.

BPTW's favourite features in its NetSupport solutions

Hardware and
software inventory

Reporting

Unattended
access

Interview

1. Can you tell us a little bit about your organisation?

BPTW was set up nearly 40 years ago, it has been based in Greenwich since the early 1990s and is now one of London's largest residential architecture and urban design practices.

2. How many devices and what platforms do you have the solutions installed on?

Approximately 175 devices, all Windows 10/11.

NetSupport DNA

3. Can you tell us about some of the IT challenges you faced, and why you chose NetSupport DNA?

Our challenges included keeping track of all our hardware, knowing what devices users have and what applications are installed. NetSupport DNA does all this and so much more that we are still looking into.

4. Can you tell us how the software is being used?

As well as the above, we also use it to generate reports and push out new software. We can see what software is installed and audit our machines. We can have a plan of rolling out a solution and make sure all the different devices have the latest updates.

5. What are your favourite features?

Just having that overview of all devices and having dynamic groups based on any criteria as well as Wake-on-LAN (WoL) functionality. Those are the main functions that we use every day, so that's why they're the favourites.

I know it is a very powerful solution and it has a lot of deep functionality, we've not had much time to look into further functionality but what we use is very helpful. Just to be able to keep track - because, with any company, big or small, you have to have some type of asset management.

6. How would you sum up NetSupport DNA?

It is very straightforward. It's simple and just works.

NetSupport Manager

7. How are you using NetSupport Manager in your organisation?

We use it mainly for remote access to give support, and that works very well compared to other solutions we have tried. Obviously, remote access is quite a big thing for all technologies - even Microsoft has its own built in - but for what we do we find it's not as good as NetSupport Manager.

8. How has it helped your organisation?

As I mentioned, NetSupport Manager is better compared to other solutions we tried. When you do IT support, before you can give any help or even show someone what to do, being able to take control of their machine is the number one priority.

The first time I experienced NetSupport Manager was when I joined the practice and straight away, I thought it was very, very good. Although Microsoft has its own version (Quick Assist), compared to things like that, it works really easily. NetSupport Manager just sits there and you can hop on straight away with unattended access, see all the different screens and go deeper into the machine itself to have total control of that. That's very, very good.

9. What are your favourite features?

My favourite is unattended access. That's a requirement in IT support because people are not always available when you need to work on their device. You need to be able to carry out support when they're not using the machine, otherwise they'll just be sitting around waiting.

10. How would you sum up the software?

I think the same as with NetSupport DNA – it just works! In IT support, if it works, then we're happy with it. If it didn't work, that's when you know you need to look for other solutions.

11. How have you found working with NetSupport?

The NetSupport team is always very responsive to queries. There haven't been many issues, but, whenever I've opened any tickets, the team are always responsive and try to solve any issues we have, which is good.

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