

Central IT management and peace of mind with **NetSupport DNA**

Cotham School - Ed Carpenter, Deputy Director of
Finance and Resources; IT and Facilities Lead



Overview

Located in Bristol, Cotham School is a stand-alone secondary academy with over 1,700 students. The school also has Post-16 centre which welcomes students from schools all over Bristol and beyond.

Cotham School's values are achievement, diversity and respect. It's ambition is for students to build strong foundations for their careers through excelling in their studies and for them to leave school ready and prepared to participate in a globally changing future.

Cotham School's NetSupport DNA features:

Remote
control

Software
distribution

Meeting KCSIE
requirements

Interview

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

Cotham School is a stand-alone academy in Bristol which has over 1700 students.

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

We use NetSupport DNA on a variety of devices, including Windows PCs and laptops, macOS devices and Chromebooks.

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

We have chosen NetSupport DNA to support us in our obligations under Keeping Children Safe in Education and to aid with classroom management and the appropriate use of IT.

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

The software is used to support safeguarding and by the IT support team to remotely deploy software and provide troubleshooting support. Our classroom teachers are also using NetSupport School to support them in the classroom.

5. Do you have any favourite features?

In my role as an IT leader, the remote management tools provide a quick way to do things with our IT estate en masse, streamlining operations for us. The various remote management tools are our favourite features in the IT team.

6. How would you sum up the software in one sentence?

A tool to provide an oversight of your IT estate and peace of mind for student safeguarding.

7. Would you recommend it to others?

I would highly recommend DNA to others, as it is a cost effective way to get a good oversight of the IT estate and to centrally manage IT devices.

8. How have you found working with NetSupport?

Very positive, we have worked together since 2011 when I joined Cotham School.