

Bradleys Estate Agents

Mark Hind, IT Support

Tell us a bit about Bradleys Estate Agents...

Bradleys Estate Agents is the largest independent estate agents in the West Country. We currently have 33 offices and 250 staff. We also recently won the All Agents Best Estate Agent of the Year Gold Award 2018 and Best Estate Agent of Year at the Negotiator Awards.

What were some of the main IT challenges you faced?

Our main issue was controlling PCs across 33 offices with 250 staff in three counties. We have offices in Somerset, Devon and Cornwall so it's quite a big area that we cover.

Did NetSupport Manager help you to meet those needs?

Definitely!

What are the tools in NetSupport Manager that you use the most?

The control aspect is mainly what we use in order to control PCs across our 33 offices from one place. We also use the file deployment. If we have a global update to send to every PC, we just highlight them all and go for it. It's worked really well.

How has NetSupport Manager contributed to your organisation?

NetSupport Manager has saved us an awful lot of time as we don't have to travel to the different sites. If someone's at a site in Somerset and we have a call come in from Southern Cornwall, it's a lot easier to hop on a machine, than get in the car and drive 2-3 hours.



What do other IT staff in the organisation think of it? Do they find it easy to use?

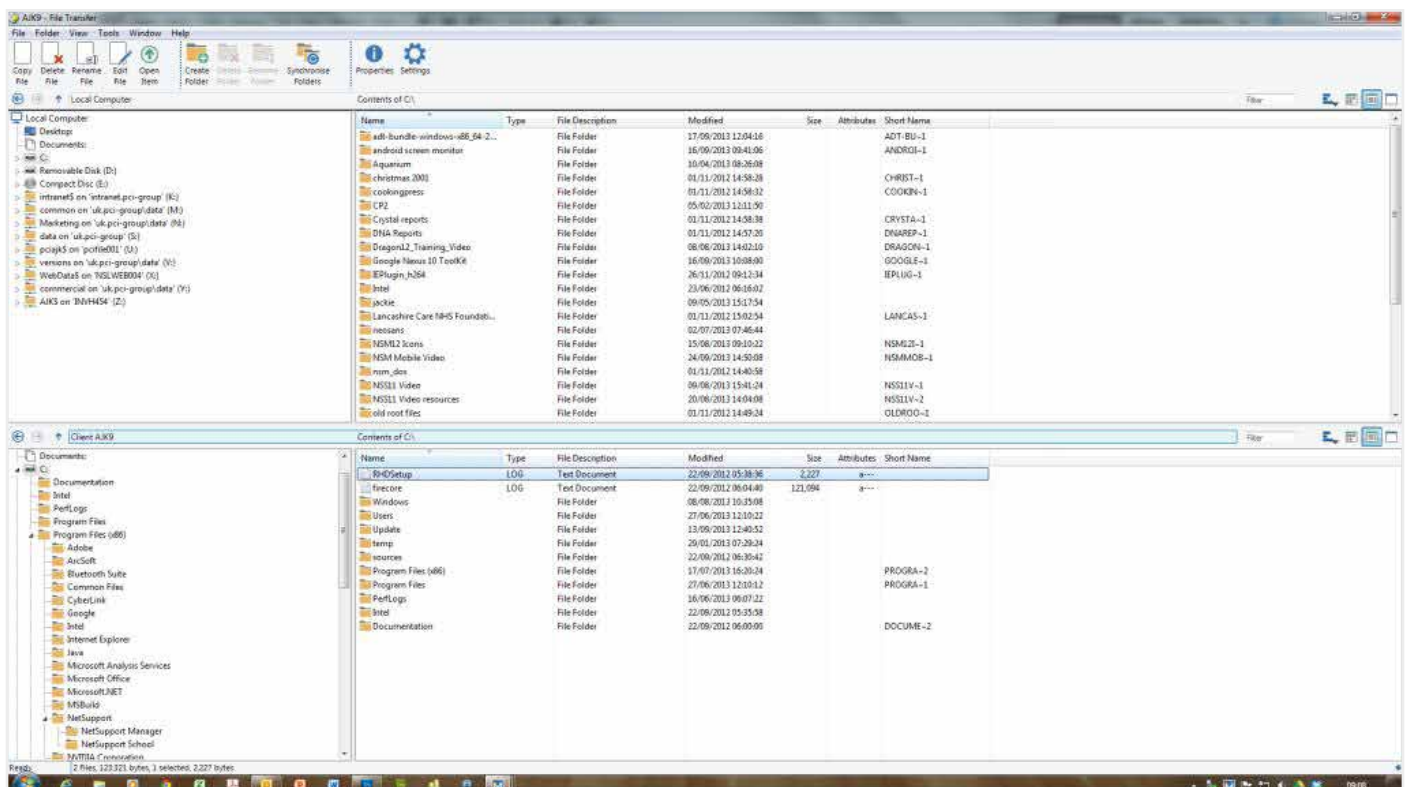
We all think it's fantastic really. It's really easy to use and it's so easy to just show someone how to use it. Any new staff, you just say, "This is what you do, this is how you use it and this is what you can do with it". They can pick it up really, really quickly.

What is it like working with NetSupport?

We've raised a few questions with the support team and they've always been brilliant at coming back to us quickly and they've answered and sorted all of the queries we've had. My experience with the sales team has been second to none; renewals are just so easy.

Would you recommend NetSupport Manager?

Yes, 100%!



Screenshot displaying file transfer / file distribution

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