



Insuring America Bill Kemper, Director of IT

How is the software currently being used in your organization?

NetSupport Manager is a fantastic solution because it has very minimal demand of system resources and extreme flexibility. It also has a great set of features for identifying system issues on the remote machines, specifically the Inventory component.

The challenges we were trying to solve:

We were looking for a solution to deliver remote support from several locations, so we have more flexibility to help solve user issues in the office or on the go.

Why did you choose our product?

NetSupport Manager's presentation tools help greatly with user training. The ability to show information direct to the remote desktop on an individual or group basis, backed up by a set of drawing and annotation options to help highlight key points, is a real winner.

How/where has NetSupport added value?

The performance of staff has increased as training/problem solving is more efficient.

Would you recommend NetSupport Manager?

Yes

“NetSupport Manager is a fantastic solution”