

Mid Cheshire Hospitals NHS Foundation Trust

NetSupport Notify Case Study

With Chris Thomas - IT Infrastructure Manager



Could you please tell us a little bit about your NHS Trust?

Mid Cheshire Hospitals NHS Foundation Trust is an acute hospital Trust in Cheshire.

It runs Leighton Hospital in Crewe, Victoria Infirmary in Northwich and Elmhurst Intermediate Care Centre in Winsford.

How many devices/what platforms do you have the software installed on?

We have NetSupport Notify installed on 4000 devices - a mix of Windows desktops and laptops.

Can you tell us about some of the challenges you faced, and why you chose NetSupport Notify?

We could not find a reliable, cost effective solution for sending notifications to our Windows devices. I've used NetSupport Notify at another organisation and introduced it at MCHFT.

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

So far we have used it for network maintenance alerts, system downtime alerts, and other types of messages.

We also used it to notify and remind staff about observing a period of silence, especially during the time of Royal Mourning.

Do you have a favourite feature?

I like how we can target certain departments by IP address or by user.

What are some of the key benefits you've enjoyed by using NetSupport Notify?

It is extremely easy to use. We have got non-technical staff from the Communications team using it as well.

How would you sum up the software in one sentence?

We have found NetSupport Notify to be well designed and easy to use.

How have you found working with NetSupport?

The NetSupport staff are both knowledgeable and friendly.

Would you recommend NetSupport to others?

Absolutely. As mentioned above, I introduced NetSupport Notify to the Trust when I joined because I really liked the product. We are also trialling other NetSupport products.