



## University of Bedfordshire

Paul Haysom, Technical Services Manager

### Can you tell us about your organisation?

I am the Technical Services Manager for the university's library and its four campuses. NetSupport Notify is used within the library and covers over 750 PCs across the university, in addition to a few staff workstations.

### How has NetSupport Notify improved your organisation?

Before using NetSupport Notify, one of our libraries relied on a tannoy system or having to send out system broadcast messages manually - this included those such as 'The building will be shutting in 20 minutes'. With NetSupport Notify in place, we can provide alerts as to when PCs or services are out of order. Previously, we had no other way to let students know other than physically going to tell them, and, with Covid restrictions in place, a lot of staff did not want to do this.

Additionally, one of our libraries has over six floors and with limited staff numbers, it is quite hard for them to run up and down the stairs with messages. NetSupport Notify allows us to target each floor and send out appropriate alerts.

### Have any features within NetSupport Notify stood out?

The scheduling feature is quite good, I think it has been the most useful. We schedule messages to go out at certain times of the day when we're not around.

Using NetSupport Notify means we can send out messages regarding login or security issues, as well as instructing them on how to change their passwords etc. In the new version, we can now send URLs, which we have found useful, too - for linking to further information.

### How have you found working with NetSupport?

Very good - the support team has been a great help right from the start!