



Financial Institution Products Corporation®

Tell us about Financial Institution Products Corporation® ...

Established in 1987, we are experts at helping financial and other business sectors remain compliant with our best-in-class products and services, and unmatched customer support.

In the last two years alone, the banking industry has changed more than at any time in FIPCO's rich, 35-year history. And it's not just regulatory mandates, compliance challenges and underwriting standards that have changed. Technology has evolved. Customer expectations have grown. Competition seems to pop up on a new corner every month.

Now more than ever, financial institutions take comfort in the steady, meticulous, proven products and services that have earned FIPCO its reputation as a trusted leader in form sets, credit and deposit software suites, staff training, and compliance and consulting management.

How has NetSupport School helped your organization?

NetSupport School makes it much easier to run a software training session with multiple attendees. Instead of rushing desk-to-desk, the trainer remains at their workstation to conduct training and to view each attendee's progress. This makes our training sessions more efficient and effective.

How has NetSupport School added value?

NetSupport School adds value to our training sessions by helping us increase our attendees' retention of the materials being presented. We are able to demonstrate our software functions and identify those that may need extra attention by being able to view their monitors.



What are some of the features that you use most frequently in NetSupport School?

The features we use the most are the ability to share the trainer's screen with the training attendees, allowing them to see the process live. Then we turn off attendees viewing the trainer's screen and instead, the trainer turns on the function that allows her to see the attendees' screens. This speeds up the training process because the trainer is able to identify the attendees that are struggling and in need of extra attention to grasp a concept.

Why did you choose NetSupport School?

Almost 20 years ago when our training programs had an increase in the number of attendees in each session, we decided to stop utilizing the old projector used for trainees to view the trainer's PC. In addition, with more attendees to monitor, the trainer needed an easier way to monitor what each was doing. We needed a tool that would help us make the best use of our time. NetSupport School met those needs and we have used it ever since.

What sets NetSupport School apart from other solutions?

NetSupport School is easy to use and meets our needs in the software training room. The staff at NetSupport puts us at ease when we call with questions, and they get answers to us right away.

What is it like working with NetSupport? Is the support good?

The staff members that I've encountered at NetSupport are very helpful. They are able to answer questions quickly and accurately. It really helps to have a partner like this.

Would you recommend NetSupport School to others?

Yes, I will most definitely recommend NetSupport School to others in need of this solution.



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