



Implementos Y Maquinarias

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Tell us about your organization:

With over 76 years of experience, Implementos Y Maquinarias. IMCA, SA is a Dominican company that serves the construction, mining, agricultural, commerce, power generation, transportation, cargo handling and many more industries. They are dedicated to sale, rent and repair Cat®, Mobil™, John Deere and Metso brands.

Somos una empresa Dominicana con más de 76 años de trayectoria, sirviendo a las industrias de la construcción, minería, agrícola, comercio, generación de energía, transporte, manejo de cargas y mucho más. Representamos marcas líderes en su categoría a nivel mundial: Cat®, Mobil™, Metso:Outotec, Kalmar y John Deere; a través de las cuales apoyamos a empresas e individuos en los diversos sectores productivos del país.

NetSupport Product(s) Purchased:

We currently have 600 licenses for **NetSupport DNA** (IT asset management) and **NetSupport Manager** (remote control).

Contamos con 600 licencias de NetSupport DNA y NetSupport Manager.

What are some of the main challenges you were facing?:

Our IT department gives technical support on a daily basis and had to move to the different workstations/locations to give assistance to the device's users.

Nuestro departamento soporte técnico a diario y tiene que estar desplazándose hacia los diferentes puestos de trabajo de los usuarios para dar asistencia.

How has NetSupport helped at your organization?:

Since we implemented this tool, our technical support department no longer has to move, because they can provide assistance remotely, effectively, and agilely.

Desde que implementamos esta herramienta, nuestro departamento de soporte técnico ya no se tiene que desplazar, porque puede dar asistencia de manera remota, efectiva y ágil.

Where/how has NetSupport added value (please tick all applicable)?:

- ☒ Save money
- ☒ Increase Productivity
- ☒ Save Time
- ☒ Flexibility
- ☒ Performance
- ☒ Ease of Use

Other (please explain):

Using NetSupport's solutions have not only helped us increase productivity, flexibility, and performance with its ease of use, but it has also helped us save time and money.

El uso de las soluciones de NetSupport no solo nos ha ayudado a incrementar la productividad, flexibilidad y efectividad por su facilidad de uso, sino también nos ha representado ahorros en tiempos y costos.

What do other staff in your organization think about the NetSupport solution you implemented?:

They think they have an effective IT assistance and no matter where they are, they always have assistance from the IT support department.

Que cuenta con una herramienta de asistencia efectiva y no importa el lugar donde este, siempre tiene asistencia por parte del departamento de soporte de TI.

If you have worked with our Support Team, please let us know your feedback on those experiences:

The technical support at NetSupport is excellent!

El soporte técnico es excelente.

How do your NetSupport Solutions compare to previous solutions you've used?:

NetSupport's solutions are by far superior to the previous solutions we have used.

Las soluciones de NetSupport son muy superiores a las soluciones anteriores que hemos utilizado.

How will having NetSupport in place help support your organization's IT infrastructure in the future?:

We would like to always be informed and have trainings of the different changes and improvements/updates that are applied to the solutions.

Nos gustaría estar siempre informados y tener entrenamientos de los diferentes cambios y mejoras que se apliquen a la solución.

What would you like to share with us (or others) about your NetSupport solutions?:

In the future, we would like to have the console in the cloud.

Nos gustaría que en un futuro la consola pudiera estar en el cloud.

Would you recommend our product?:

Yes

Yes, we would recommend NetSupport to others.

Sí, recomendaríamos NetSupport a otros.



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