

# NetSupport

THE DRIVING FORCE BEHIND CORPORATE I.T. SOLUTIONS



Complete IT Asset  
Management and Reporting

Powerful Remote Control

Alerting and Lockdown

HelpDesk and Ticketing

2020 EDITION

NEXT EXIT  
FOR  
SUCCESS

//

An **affordable, powerful** asset management suite - and print monitoring capabilities are a bonus.

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IT Pro

 NETWORK computing AWARDS 2018  
★ FINALIST ★

 2018 UK IT INDUSTRY AWARDS  
bcsc computing  
FINALIST

 2019 UK IT INDUSTRY AWARDS  
bcsc computing  
FINALIST

//

Before NetSupport DNA there was only a **thin line** between strategy and chaos.

//

AFL Architects

 IT EUROPA  
EUROPEAN IT & SOFTWARE EXCELLENCE AWARDS  
2019 FINALIST

 PC PRO  
RECOMMENDED

 AI EXCELLENCE AWARDS 2017

“

NetSupport DNA has solved all our needs and has even **more functionality** than we expected.

”

Unicef

# ABOUT US...

With 31 years' experience and 18 million users, NetSupport is a leading producer of corporate software solutions worldwide. Providing organisations with all the essentials for successful IT management, NetSupport also helps you achieve best practice and maximise resources.

## OUR AWARD-WINNING SOLUTIONS:

Complete IT Asset Management and Reporting

Powerful Remote Control

Alerting and Lockdown

HelpDesk and Ticketing

Welcome to

NetSupport 

New feature – See at a glance where to use your tech more effectively with **Efficiency view**.



Welcome to  
**NetSupport**  
DNA



## COMPLETE I.T. ASSET MANAGEMENT AND REPORTING

This easy-to-use solution provides organisations with the tools to manage technology across all platforms in and out of the office, whilst achieving best practice and assisting with GDPR compliancy. NetSupport DNA has the flexibility to scale with your business needs - from a single SME through to larger multi-site implementations - without breaking the budget.

# THE COMPLETE SOLUTION FOR MANAGING TECHNOLOGY

This easy-to-use solution provides organisations with the tools to manage technology in and out of the office, whilst achieving best practice, supporting staff and assisting with GDPR compliancy.

Within NetSupport DNA, Network Managers gain a wealth of IT asset management features to effectively track, monitor and manage IT assets and endpoints across a business – from one central point.

Armed with a complete overview of IT activity, NetSupport DNA helps technicians work smarter, whilst maintaining a secure and reliable network. From staying ahead of potential IT issues before they escalate, to automating tasks, NetSupport DNA also gathers a wealth of device and usage data to inform decision making and allow accurate planning of future IT spending and refresh cycles.

With NetSupport DNA's suite of features, businesses can save time, money and resources, whilst increasing productivity and enhancing security.

*“NetSupport DNA offers a superb set of features, is a cinch to use and is very affordable.”*

– PC Pro



## KEY FEATURES

- › Hardware inventory and discovery
- › Software licence management
- › Internet and application metering
- › Endpoint security
- › System-wide alerting
- › Energy monitoring
- › Power management
- › Remote Control and admin tools
- › User management/activity monitoring
- › Multi-site support and management
- › Safeguarding suite
- › GDPR toolkit
- › Instruction and training module (optional)
- › Plus much more!



Welcome to  
**NetSupport**  
Manager



## POWERFUL REMOTE CONTROL

For organisations wishing to take their remote support requirements to the next level, NetSupport Manager provides seamless and secure multi-platform access to workstations and servers across an organisation.

# SECURE, MULTI-PLATFORM REMOTE ACCESS TO WORKSTATIONS AND SERVERS

For over 31 years, NetSupport Manager has consistently led the way with innovative features to aid remote PC management. As the complexity and diversity of systems evolves, remote control tools have also had to adapt to ensure that a single solution can manage and negotiate a wide range of platforms and environments.

Designed to operate over your LAN, WAN or the internet, securely and without the need for firewall configuration, NetSupport Manager provides a single, high-speed solution for the remote management of multi-platform computers – without the need for a third-party service or ongoing subscription costs.

Adding to traditional one-to-one remote control capabilities, NetSupport Manager excels as a one-to-many solution: from monitoring multiple systems in real-time and showing the operator screen to multiple recipients for training, to file distributions across the network. Its enviable reputation for security sets it apart from others, with its use of activity logs, 256-bit encryption, smart card support, AD integration and more.

What makes NetSupport Manager unique is its range of supporting tools to ensure maximum efficiency and, most importantly, its ability to minimise system downtime and lost productivity as support issues are being addressed – making it the perfect tool of choice for any IT team.

*“On-premises remote support perfection, with a wealth of valuable features at business-friendly prices.”*

– PC Pro 2019 Review

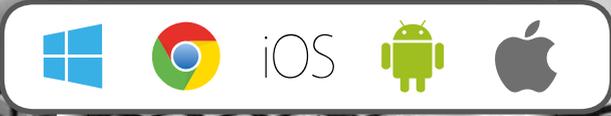


## KEY FEATURES

- › Fast and secure connection
- › Manage multiple devices simultaneously
- › Watch, share or control the screen
- › View estimated location of devices
- › Multi-platform support
- › Screen annotation and recording
- › Chat, message and interact with users
- › System management tools
- › Unique PIN Connect feature
- › File distribution
- › Real-time hardware/software inventory
- › Mobile control from iOS and Android
- › Buy once, own forever
- › Plus much more!



Welcome to  
**NetSupport**  
Notify

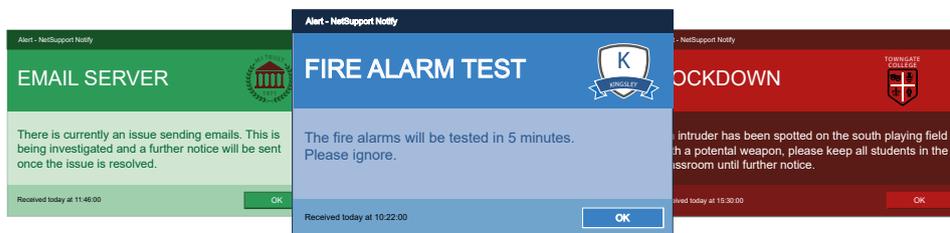


## ALERTING AND LOCKDOWN

In today's challenging working environments, organisations are fast realising the benefits of mass notification technology to boost communication and support their emergency and lockdown procedures.

# ENHANCE COMMUNICATION AND BOOST EMERGENCY AND LOCKDOWN PROCEDURES

Using NetSupport Notify, organisations can communicate effectively with staff using one-way alerts and notifications - sending them to desktop users and large information panels in halls and foyers. Alerts automatically take screen focus, meaning they can't be hidden, ignored or saved for later. The notifications can even be targeted to select groups and scheduled for maximum impact.



Scaling to the largest of organisations with multiple sites, NetSupport Notify also provides real-time status of notifications and acknowledgements – as well as delivering prescheduled alerts.

Simple to implement and use, and with fast and reliable alerts, NetSupport Notify helps ensure staff instantly have the information they need to work effectively and stay safe in any emergency situation.

***“NetSupport Notify is a cost-effective, mature product, helping us save time and money.”***

– Bloor Homes



## KEY FEATURES

- Low cost
- Multi-platform support
- Send 'full screen' messages
- Mobile console for Android and iOS
- Send targeted alerts to selected groups
- Send alerts to unlimited number of users
- Customise alerts with your branding
- Include custom audio alerts
- Flexible delivery options
- Full reporting and tracking
- Plus much more!



Welcome to  
**NetSupport**  
ServiceDesk



## HELPDESK AND TICKETING

Delivering effective and timely responses to IT issues is key to maintaining a reliable IT environment. With NetSupport ServiceDesk, IT support teams get the tools they need to do just that.

## EFFECTIVELY RESOLVE THE TOUGHEST SUPPORT CHALLENGES

Easily integrated into any organisation's existing IT infrastructure, NetSupport ServiceDesk delivers the processes needed to help effortlessly track, organise, manage and answer the toughest support challenges.

Providing effective support for users of IT assets is a priority for today's businesses with their ever increasing IT portfolios - and NetSupport ServiceDesk's fully customisable and intuitive browser-based interface makes it easy for technicians to maintain both desktop and mobile platforms while delivering robust workflow processes.

As well as helping company IT support teams handle users' daily IT issues, NetSupport ServiceDesk will also highlight recurring IT problems – enabling them to identify and fix the root cause and ensure a productive working environment for everyone.

Added to this, it supplies a wealth of management reports as well as providing a customer friendly self-service portal: all the tools needed to help technicians deliver support effectively.

***"It's really easy to use and has a range of features to help us deal with all service desk related issues."***

– HMP Lowdham Grange



### KEY FEATURES

- Incident management
- Change management
- User management
- Problem management
- Service level management
- Preview current status in real time
- Customisable, multi-lingual interface
- Real-time management reports
- Pre-populated solutions database
- Automated in/out email processing
- Automated assignment to escalation processes
- Attach, store and associate files to an incident
- Links seamlessly with NetSupport DNA
- Plus much more!

"

NetSupport Notify is easy to set up and very useful in **getting out messages quickly and effectively.**

"

Offaly County Council

"

The system is **extremely easy to use** and train staff on the ability to send alerts.

"

St Joseph's Health

"

A **great product and great customer service** has kept us using NetSupport Manager for years!

"

Airport Coordination Ltd

"

We were **impressed** by NetSupport DNA's **inventory features.**

"

Osceola County Property Appraiser

"

NetSupport Manager is **exactly what we were looking for.**

"

Yokogawa

THE DRIV  
BEHIND  
IT SOL

"

NetSupport DNA is **comprehensive and works in the real world!**

"

KCEOC

"

An **excellent product** packed **full of features.**

"

Dawleys

"

It has been **smooth, reliable and easy to use.**

"

Clifford Chance

“

We have been using NetSupport Manager for years. It allows us to **remote onto our client computers with ease.**

”

Bloor Homes

“

Having used other NetSupport products, we knew that Notify would be of a **high quality.**

”

Kettering General Hospital  
NHS Foundation Trust

“

The product **deployed very easily** and **without any disruption** to users.

”

Arden Fine Foods

“

A mixture of **sophisticated and easy-to-use** support tools packaged into a **well designed console.**

”

PC Pro

“

NetSupport Manager is a **fantastic solution...** with a **great set of features.**

”

Insuring America

“

The **best** remote manager **software tool** I have used.

”

NY Power Authority

“

NetSupport Manager gives us the **functionality** that we need **at a good price.**

”

Oklahoma One-Call System

“

The **cost is very competitive** and it is **very easy to use**, once it has been set up.

”

Darcast Crankshafts Ltd



# NetSupport



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