NetSupport

NetSupport 24-7

Deliver Instant On-Demand Support to your customers anywhere in the world utilising any Internet connection

Limit operational costs with **Instant PC Remote Support** by shortening call times, removing the need for on-site visits and solving incidents as they happen.

Demand Diagnose **Deliver**

www.netsupport247.com

Every organisation, whether **large or small**, relies on its **IT infrastructure** to remain efficient and competitive.

In the case of small to medium businesses, often it is difficult to justify providing a permanent IT Support resource. The need to reduce downtime of critical systems and ensure essential IT infrastructure is available when needed most still remains of primary importance which is why many organisations turn to their IT consulting partners.

Whilst recognising the need of these partners to offer remote support capabilities to their customer base, we understand that many consulting partners are often reluctant to adopt a permanent client application resident on their PCs, in the event remote support is required.

In the case of Hardware and Software vendors, it's all about service and adding value. As competition increases many hardware and software vendors generate minimal margin from the physical solutions delivered. The competitive edge and therefore profit maximisation, is created through the ongoing and future support of those solutions provided.

For the Managed Service Provider and Outsourcing Partner environments, it is evident that more and more organisations are relinquishing responsibility for their entire IT operation to a third party or selecting discreet elements of the business to be run by an external company.

The financial rationale is clear, in that **predictable monthly fees are preferable** to incurring IT staffing and maintenance costs.

Here, remote monitoring and network management technologies are essential to ensure mission critical systems remain available when needed most.

The largest single portion of technical support requests relate to issues with applications and software. That's why **NetSupport 24-7** not only allows operators to respond to support requests instantly but also to perform real-time hardware and software inventories. Knowing what's installed on a users PC reduces escalation times and ensures operators can deal with more requests in less time.

NetSupport 24-7 also compiles an incident record for all users, which allows for more effective problem resolution. Knowing the history of previous problems reported on a specific PC leads to faster problem identification.

With **NetSupport 24-7**, a flexible payment plan allows Outsourcing Partners to offer their managed service customers the benefit of 'On-Demand' remore support, leading to predictable monthly fees and an overall reduction of IT staff costs.

Step 1

Online Text Chat Facility
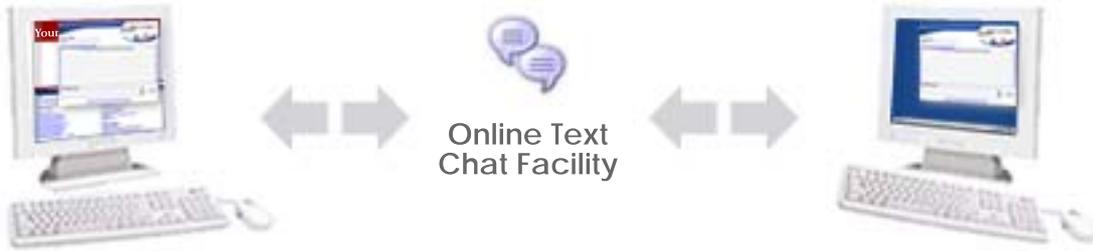
One of your users / customers is experiencing technical difficulties. They can now click on a published link from your internet / intranet site which will initiate a chat window.
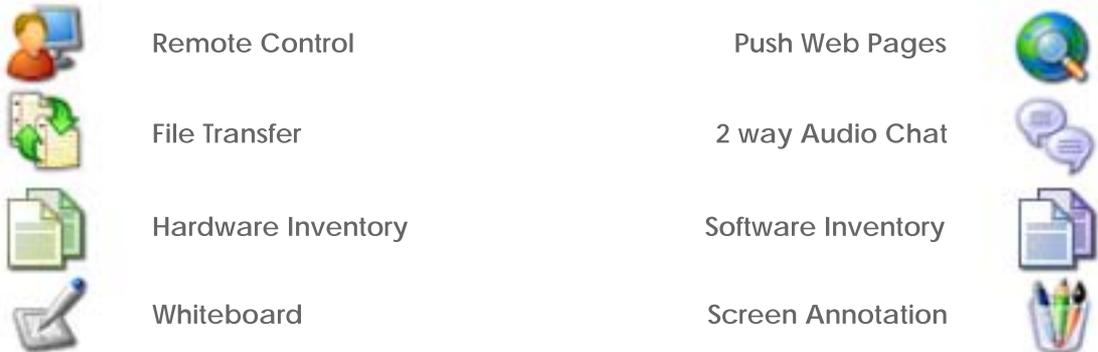
This window requests the customer to supply basic user information and a summary of the problems they are experiencing. The customer has now connected to the NetSupport Gateway which in turn informs an operator that a message request has been received.

Step 2

24-7 Client
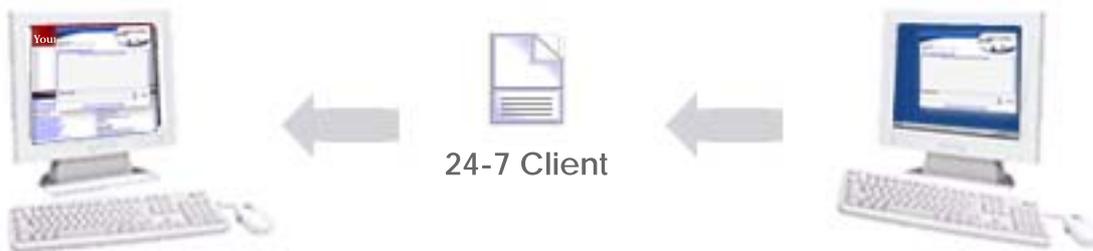
The operator can now view and answer the user's message, either with "canned" or typed responses. If the reported problem cannot be solved via the chat session, the operator can now decide to remote control the user's PC. This is achieved by launching a dynamic client on the remote PC.

Step 3

Remote Control   Push Web Pages

File Transfer   2 way Audio Chat

Hardware Inventory   Software Inventory

Whiteboard   Screen Annotation

Once active, the Operator is now able to call on a powerful range of tools to aid in problem resolution.

Step 4

Exit Survey

Once the issue is resolved, the 24-7 client is removed, the Operator can disconnect and the users PC is returned to its exact original status. A full summary of the chat history is recorded for future reference and the user is presented with an exit survey, providing real time metrics for analysing the end user experience.

Reduce System Downtime and Escalation Times

NetSupport 24-7 provides instant on-demand remote support. As soon as a user experiences technical difficulties, they can request support with a click of a button and be up and running again in minutes - waiting for an on-site visit becomes a thing of the past.

Increase ROI (Return On Investment)

NetSupport 24-7 offers unbeatable ROI through greater organisational flexibility, improved productivity and increased user satisfaction. Remember that no pre-installation of software is required. **NetSupport 24-7** is available on-demand, returning the users PC back to its original state after the conclusion of a support incident.

Flexible Payment Plans

NetSupport 24-7 does not charge any up-front setup cost or licencing fee. In addition there is no limit on the number of potential end users you can support.

Choose from two different payment plans, Usage based pricing or Operator based pricing for predictable monthly charging.

Some subscription based technologies define a "use" as the point where a customer and the operator make contact. With **NetSupport 24-7**, we recognise that in some instances, problems can often be rectified with a simple answer. That's why you can use **NetSupport 24-7** as a basic chat system as often as you like using any of our plans without extra charge. Usage is based on the number of times a remote control is performed (a remote connection).

Analyse End User Experience

NetSupport 24-7 provides real-time metrics for analying the end user experience. Identify the effectiveness of the support offering and the improvements in the image and perception of the helpdesk function. Improved customer satisfaction and loyalty retains and builds your customer base.

Proven Technology

NetSupport 24-7 is based on technology utilised within NetSupport Manager, a class leading PC Remote Control solution commanding an installation base in excess of 6 million users worldwide.

The Award Winning NetSupport Range

Classroom Training   **Asset Management**   **PC Remote Control**

About NetSupport

Headquartered in The UK, **NetSupport** specialises in the development of commercial software packages to manage and support Local and Wide Area Computer Networks. Its flagship products are the highly successful NetSupport Manager Remote Control and PC Management package, NetSupport DNA, offering advanced Enterprise Asset Management and NetSupport School, the leading interactive classroom and training software solution.

NetSupport and its derivatives are sold worldwide, supported by a network of international subsidiaries (NetSupport Inc, NetSupport Canada, PCI Software GmbH and PCI Pacific) and enjoy market-leading status in many countries commanding an installation base exceeding 6 million users.

NetSupport has been a Deloitte & Touche Fast 50 winner for 5 consecutive years and was recently recognised as the #1 UK Technology Exporter (2004).

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