



### Why is it important for schools to invest in an ITAM solution?

To answer that question, we need to be a little more specific. ITAM stands for “IT Asset Management” but, within an educational context, all we mean is one solution that allows us to view and track all key IT assets across the school site: our desktop PCs; servers; tablets; printers; be able to control not just the hardware devices, but the software that’s installed on them; and also provide the tools to maintain and manage them to ensure that they run efficiently.

### How does NetSupport DNA help schools make and realise genuine cost savings?

Of course, the software isn’t free, so there is a modest – albeit a nice, low – cost for the solution. After that, NetSupport DNA generates significant savings for a school in several ways. It identifies hardware items that are upgradable rather than needing to be replaced. Through our application metering component, it registers what software licences are deployed and, importantly, which ones are being used effectively. This allows schools to make informed decisions about whether to renew the annual maintenance on software licences, or whether to uninstall and redeploy them to different parts of the school – or the broader Trust – instead.

Our power management functionality ensures machines are not left on overnight and will power PCs down to increase energy savings. Significantly, one of the biggest costs is lack of staff productivity during downtime. So the product’s proactive alerting of IT issues allows schools to monitor all key components to ensure that if any problems are about to occur, their team is informed in advance.

From a reactive viewpoint, we provide remote control and system management tools to ensure that no matter where a problem occurs on the site, it can be resolved as quickly as possible.

### What makes NetSupport DNA unique?

Fundamentally, it’s three products in one. Firstly, it’s designed to manage and control all the technology across the school site – and beyond. Secondly, it’s a dedicated classroom management and instructional tool, with specialist features for teachers to not only monitor, collaborate with and control student activity – but its set of Ofsted-based assessment tools also means it is focused on learning outcomes. Thirdly, NetSupport DNA provides effective safeguarding. Its keyword monitoring, concern reporting and tracking cover numerous safeguarding issues: from meeting Prevent duty obligations through to being alerted to bullying, racism, self-harm, drugs, signs of radicalisation, eating disorders, mental health issues, and so on.

### Tell us about NetSupport DNA’s safeguarding and eSafety tools...

NetSupport DNA was developed with safeguarding professionals for safeguarding professionals. Designed to be operated independently of the IT team, it has a blend of proactive and reactive functions. Customers didn’t want a solution that floods an in-box with alerts, where it takes time to find the one or two salient ones. Instead, NetSupport DNA monitors the network, detects keywords matching our extensive libraries and generates word clouds, so that staff can see trending topics across the school (or year group) – which can subsequently trigger assemblies or other learning activities.

For serious keywords (e.g. self-harm), NetSupport DNA goes a step further and automatically captures screenshots or video evidence to identify what the student was searching for, typing or copying, the websites visited and what activities occurred before and after that

particular incident. For these types of events, staff are alerted immediately and can intervene as necessary. Proactively, we also provide the opportunity for students to report their own concerns directly to trusted members of staff. DNA logs them (along with any supporting documentation and screenshots the student provides) and the school can track activity against them.

The final part is providing educational safeguarding resources that students can access themselves. For each location, there is a dedicated self-service website list where students can seek help externally, whether it’s for drugs or self-harm, FGM or other safeguarding topics.

### So, who benefits from using NetSupport DNA?

Well, for any school funds used for technology, evidence of having an impact on student life and outcomes within the school is required. So, of course, the classroom-focused tools are all about enhancing the assessment and collaborative elements within the classroom, as well as advancing teaching and supporting student monitoring.

The safeguarding features provide a safe working environment for students and the safeguarding team has a tool that gives them effective access to trending topics, activity and intelligence.

The tech teams have a tool that allows them to efficiently manage the entire IT estate – and senior leadership have access to reports on all aspects covered by NetSupport DNA at the click of a mouse. So NetSupport DNA provides something for all stakeholders across a school or Trust.

### How would you sum up NetSupport DNA in three words?

Probably the easiest answer would be: “Join the revolution!”