





### **NetSupport DNA includes NetSupport School classroom management. What features do your teaching staff use most?**

NetSupport School is really good. We've pushed it out to every PC in the school and most teachers are trained on how to use it. The IT and DT departments use it the most, for broadcasting screens to students to show them how to do things. Having that ability has really updated teaching and brought it into this century, as it has saved having to set up projectors and so on. The teachers like it and the students really like it as well.

### **What do other staff in the school think of NetSupport DNA and NetSupport School in terms of usability?**

Our staff really like NetSupport School. They don't tend to see DNA (although they know it is running in the background), but they do appreciate the fact that we can support them efficiently through it. The fact that we can produce safeguarding reports on exactly what students have searched for during a lesson is great, so if a student is denying a specific search, we can produce the evidence to say they were doing it, which can be shown to parents, if required.

### **How do your NetSupport solutions compare to previous solutions the school has used?**

They are a massive improvement. Our previous solution kept crashing; it just wouldn't do what we needed it to do. Its filtering was very weak and only gave us very limited accessibility on a remote session. With DNA, it's a complete turnaround; it's very fluent and everything just works!

### **What is it like working with NetSupport?**

The Tech Support is really good; helpful and friendly! We can email the team any day of the week and within an hour, they've come back to us. They team will always try to find a solution for you – even if what you're asking for isn't currently directly available in the product; they'll always look into a workaround. What they don't know isn't worth knowing! It's really nice to ring up and know that any issue is going to get sorted out.

### **How do you see your NetSupport solutions supporting the school's IT into the future?**

NetSupport products will definitely be part of the school's future – and we're currently considering an additional NetSupport product!



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