Case Study - NetSupport DNA
KCEOC Community Action

John Baker, Technology Manager

Tell us a little about your organization…

In 1964, KCEOC was established as one of the first Community Action Agencies in the country formed in the Economic Opportunity Act under President Lyndon Johnson's War on Poverty. Since then, KCEOC has carried out its mission of recognizing human potential, improving communities, and creating opportunities for change.

KCEOC Community Action Partnership recognizes that a "hand up" is more effective than a "hand out". We are dedicated to providing the means and assistance necessary to break the chain of poverty binding the residents of south-eastern Kentucky for generations.

What was the primary reason for purchasing NetSupport DNA? And what challenges were you attempting to address?

I was looking for intuitive, user-friendly software that would allow me to view computers and track them easily.

Now that you are using NetSupport School, has this challenge been addressed?

Yes! NetSupport DNA is comprehensive and works in the real world! I never knew how useful it would be until I put it on other machines. I've found NetSupport DNA to be such a great tool that I've already begun training my intern on the product. I'm also hoping to train other personnel at our annual training in December. I now feel we are becoming more responsive and proactive without the user even seeing it.

With NetSupport DNA, I can generate reports to see results and savings. This is an important feature for us as we weren't able to do this with any other products we had tried before.

What was a key deciding factor in selecting NetSupport School?

After hearing about NetSupport DNA from a colleague who had used the software at his previous company, I decided to give it a try as I had already spent a long time researching different solutions.

NetSupport DNA appeared to be the best product for us. The functionality of the suite as a whole and the generous number of licenses that NetSupport offers were key factors in our decision to purchase NetSupport DNA.

What tools do you find particularly useful?

As we continue to implement NetSupport DNA, there are two particular features that I have already found to be very helpful. The Energy Monitoring feature is great! I love that I can view all of our computers to determine which ones have been left on and can then remotely shut them down from my machine. Internet Metering is useful in helping me find "trouble users". Once I've identified who's viewing things they shouldn't, I can give the employee in question a call to ask them to stop.

In addition, Print Monitoring is a feature that I'm excited to put it to work. I believe it will be very helpful in securing grants for the organization as many of the grant programs want detailed reports of the number of pages printed, and NetSupport DNA will help us supply that information.

> ❝ NetSupport DNA is comprehensive and works in the real world! ❞