Case Study NetSupport DNA

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NetSupport DNA Licences

We work within the Education Sector

How is the software currently being used in your organisation?
NetSupport DNA is being used to monitor all users’ PCs to identify trigger words that are potential e-safety concerns to follow up. It also provides a discreet way for students to contact staff regarding e-safety concerns - and allows senior leadership able to follow up as required.

The challenges we were trying to solve:
In light of the new safeguarding requirements for schools, we wanted to add to our e-safety tools across the school. Both proactive and reactive tools were required such as keyword monitoring to highlight potential issues and tools which allow students to contact staff.

Why did you choose our product?
- Cost
- Easy to use
- Platform support
- Recommendation
- Features
- Security
- Other

As a current customer using NetSupport products, I already had a good trust in the brand and a good working relationship with our Account Manager.

NetSupport DNA is a great system and the price is easy to manage within our budget.

How/where has NetSupport added value?
- Saved money
- Increased productivity
- Saves time
- Flexibility
- Performance
- Easy to use
- Other

99% of the package worked straight out of the box, and the support team assisted well with the one aspect that I couldn’t seem to configure.

Would you recommend NetSupport?
- Yes
- No

“ It’s a great system ”