## Walker Riverside Academy
### Steve Downing, Director of IT Learning & Services

### Tell us about your school…

Walker Riverside Academy is an 11-18 inner-city comprehensive school that is the first secondary school in our new and growing MAT. We currently have three schools in the group, but in March, that will expand to five. In total, the MAT will provide education to around 1,900 students.

### What are some of the main IT challenges you faced pre-NetSupport DNA?

Before we installed NetSupport DNA, we found supporting devices remotely difficult, due to the lack of centralised tools to do this. We knew that our eSafety monitoring was not as good as it could be – and we knew our asset tracking needed to be improved.

### How has NetSupport DNA helped at the school?

DNA is the first solution of this kind (other than Internet filtering/reporting) that has been used in the school. Now, we can remotely access any PC across our site in order to diagnose faults quickly and fix them much more easily than before. It has also given us a greater insight into any eSafety issues that may be occurring throughout the school, but that may not be picked up by filtering we have in place. Most helpfully, NetSupport DNA is able to quickly run reports to assist with asset tracking, so now we know exactly what we have and where it is located.

### How have you found the remote support tools in NetSupport DNA?

Excellent! We've found NetSupport DNA's tools to be superior to those available in SCCM (which is what we were using previously), plus, they are much quicker and more reliable, which means our team is much more efficient.

### What do your technicians think of NetSupport DNA in terms of usability?

It's very easy to use and has large number of features at your fingertips. It's intuitive and is self-explanatory, really. The dashboard is a great starting point that leads you into the product.

### Do you use NetSupport DNA to help with your safeguarding efforts?

We do and it's showing that we don't have too many – but it's good that we know that! The main feature that we use is the word cloud. This gives our safeguarding staff a complete overview of what students are looking at in school. It's an excellent feature; particularly, the context given for each keyword.

### What is it like working with NetSupport?

The Tech Support team is excellent! The technicians are really responsive, know the product inside out and have even made a site visit to resolve an issue that we had.

### How do you see NetSupport DNA supporting the school's IT into the future?

We intend to continue using NetSupport DNA right across all the schools in our MAT, as it meets our needs at a competitive price.



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