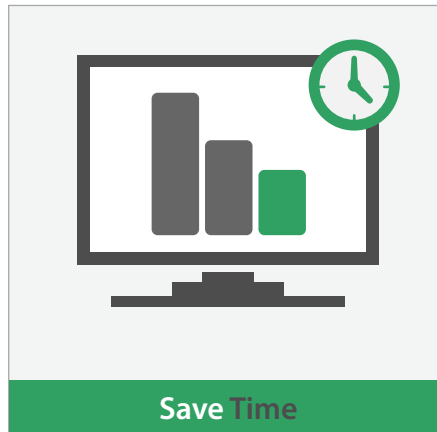
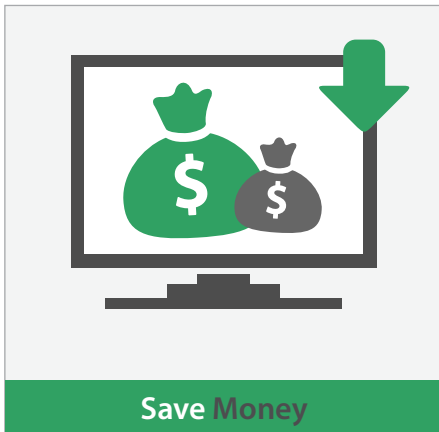


# Features & benefits with NetSupport DNA



NetSupport DNA is a complete IT Asset and Desktop Management solution designed to save time, increase productivity, save money, save resources and add extra security to your enterprise.



## So how does a single solution manage to do all that?

First, deploy an Agent onto each PC you manage. It couldn't be easier, as NetSupport DNA provides the tools to discover PCs and then deploy itself onto them. It will even monitor the network in the future to warn you when new PCs are added. DNA is designed to be scalable, so it also includes components that allow you to connect multiple sites back to your central system. Crucially, your data stays within your organisation, under your control, and nothing is hosted by a third party.

### Gather hardware inventories

Once the agent is installed, DNA goes to work - **providing a detailed hardware inventory of each device**. You can identify which PCs are upgradable in the future, which ones need to be scheduled for replacement and even which ones are being under-utilised and could be more effectively deployed elsewhere. DNA also lets you record accounting information (purchase details, lease and maintenance plans and much more) for each and every PC.

### Identify and manage software

NetSupport DNA then goes to work identifying all of the software installed on each PC. This inventory is used centrally so that a **full software licensing** schedule can be maintained – again, with supporting accounting information. DNA goes a step further: it also meters application use, so **not only do you know where software is installed, you also know when it's used and who by**. DNA will show you which licences aren't being used, where they can be better deployed – and can even control application use so that, for example, only members of the Marketing Department can use the publishing software and so on. As a final step, you can even ask DNA to look for specific file types on each PC. It's a great way to identify key documents and resources that should be stored on the server and backed up every night, or simply to identify disk space lost to MP3 files or similar.

### Explore and Discover

Using Explorer Mode, you can gain a real-time overview of all PCs on the network, highlighting which PCs have active notifications and allowing operators to identify and resolve issues quickly.

Additionally, NetSupport DNA includes an SNMP discovery mode: identifying SNMP-enabled network devices such as switches and printers, and allowing selected devices to be monitored and tracked. Everything from activity on each interface of a switch, to monitoring consumable levels on networked printers, is possible. This, combined with additional standalone inventory modules for Linux, Mac, iOS, Android and Windows Mobile devices, means you can be sure you have a complete picture of all your IT assets. And once you have a full view of all your hardware and software, NetSupport DNA will then track a full history of any changes that occur; a great way to support problem resolution in the future.

### Be alerted to changes

NetSupport DNA provides a complete alerting suite, allowing you to monitor hundreds of scenarios and proactively warn you if problems occur... or, better still, warn you before they occur – to avoid lost productivity. Alerts can be anything from: disk space running low; network utilisation too high; a key service (such as anti-virus) being stopped; detecting a specific warning in a PC event log – through to unwanted changes of hardware; unauthorised software being installed; and much more.

### Easy software distribution

To ensure users are always able to utilise required resources and optimise productivity, **NetSupport DNA includes a software distribution component** to allow simple software packages to be created and pushed (either immediately or scheduled for future install) to all PCs across the network. DNA goes a step further though - you can also create packages, assign them to specific departments and “advertise” these so that users can select and “pull” them down for install when needed. So, when someone new joins the Sales team, as soon as their PC is assigned to the Sales department, they will instantly have access to all the applications they need to pull down.

### Control internet usage

You can minimise lost productivity even further with NetSupport DNA, by **monitoring internet** use and, where appropriate, **allowing lists of “approved” and “restricted” websites to be applied** at certain times of the day, e.g. perhaps making social media sites only accessible before 9am, between 12 noon and 2pm and then again after 6pm in the evening.

To support users, NetSupport DNA will also monitor Active Directory accounts and warn you if any user accounts are locked or have expired passwords. As you would expect, DNA then lets you unlock or reset passwords, all from within the console.

### Make cost savings

Finally, to help push down costs and drive up savings for your enterprise, NetSupport DNA also includes both **energy and print monitoring**, allowing you to quickly identify PCs left running out of hours or over weekends and also establish where the bulk of print costs are generated. In addition to identifying potential cost savings, NetSupport DNA even includes a **power management policies to schedule selected devices to power off, power back on – all at once, or in stages – the next morning.**

### Extra security

NetSupport DNA includes a USB endpoint security component as standard, allowing your organisation to quickly control the use of portable and removable USB devices on all PCs. Individual memory sticks can even be assigned and restricted to the use of specific individuals or members of a department for the current day, a week or indefinitely. To ensure users are aware of your organisation's security and usage standards, DNA also includes delivery and tracking of “Acceptable Use Policies”. Once applied, users are prevented from operating their PC until any active policies have been acknowledged. User views can also be set to ensure that, in organisations with multiple sites, data from one site is not visible to another. Within the Education Edition, a Safeguarding module is provided, with both proactive and reactive tools to help protect students whilst using school technology.

### On the go

**NetSupport DNA even includes a barcode feature to allow you to print asset labels** (with custom support details) or display an electronic equivalent directly from your DNA agent on each PC screen. These can then be scanned from a DNA mobile console (on a tablet or smartphone) and the selected PC will immediately be identified with its full hardware summary, details of all installed software, any recent changes and outstanding alerts. The DNA mobile app is a free add-on to the system and ensures IT staff can leverage the benefit of NetSupport DNA, even when on the move.

To ensure all the data gathered and stored provides maximum value, DNA was designed with ease-of-use and accessibility in mind: from the clear “welcome” dashboard, to custom views and in-built Crystal reports, DNA ensure you always have a full view of your enterprise data. If you have a particular requirement, the query tool provides a simple drag and drop window on your DNA database, ensuring even a novice can create custom reports in minutes.

### What can DNA do for your organisation

So, with NetSupport DNA, you can quickly track and manage all your devices; identify savings by re-deploying under-utilised hardware or by highlighting PCs that are upgradable; deliver effective software asset management and make further savings by avoiding renewals on redundant software licences; maintain system uptime and user productivity with proactive alerting and warnings of any pending technical issues; manage access to website and software resources; track and re-charge printer costs; identify energy wasted from desktops left on at night and, if needed, automatically power them off each day – and with endpoint security in place, you can ensure that an extra layer of security has been applied to your enterprise.

NetSupport has over 25 years' experience in the desktop management sector and is consistently voted as Best in Class. With industry-leading Remote Control, ServiceDesk and Classroom Management solutions all available to integrate seamlessly with NetSupport DNA, you can be sure NetSupport has a solution to meet your needs.

**Low cost, flexible and easy to use, try our complete solution today!**

**To find out more, visit: [www.netsupportdna.com](http://www.netsupportdna.com)**