



Leigh Academies Trust

Samantha Callaghan, Head of IT operations

How does your trust use NetSupport's software?

We use NetSupport solutions across all 31 schools within our trust, totalling 53 licences. Each and every school uses NetSupport DNA in particular. The IT asset management features are utilised by our technician and the safeguarding tools are used by all safeguarding leads.

What initial challenges did you encounter and how did NetSupport DNA help you overcome these?

In a safeguarding sense, technology is key, but safeguarding using technology can be quite difficult; this is because children don't always choose to share what they're doing - and we had no way of seeing it! We therefore relied on a level of trust between the teachers, pupils and parents. However, with NetSupport DNA, we can pick up on anything that might need to be noted, as well as being able to send alerts regarding any improper language or subjects that are being discussed - potential safeguarding concerns. The DSL can therefore pick up issues at the source, so it is quite a powerful tool.

Also, we had a huge Excel spreadsheet for our asset management and it was all manual input. So, if someone forgot to put something on there, it would never be added. We really needed a self-seeking asset register - something that could go out and find all of the devices itself. The main consoles, desktops, laptops, Chromebooks and more can all be found with NetSupport DNA.

What is your experience with our support team?

Over the years, we have purchased a lot of software and when it comes to support, you tend to get abandoned and it can be really hard to get assistance quickly. We have never had this issue with NetSupport - they have always come back to us quickly and the support element never feels like it is running out. This is absolutely key because we're changing all the time.

What made you choose NetSupport over our competitors?

We chose NetSupport because what the product says on the tin, is what the product delivers!