



Background

The Netherlands Development Finance Company (FMO) supports the private sector in developing countries and emerging markets in Asia, Africa, Latin America and Central and Eastern Europe. FMO does this with loans, participations, guarantees and other investment promotion activities. The goal is to contribute to the structural and sustainable economic growth in these countries and, together with the private sector, obtain healthy returns.

FMO's ICT department, located in Den Haag, The Netherlands, was faced with a situation involving a small IT support staff with a large demanding user base. Network technology had remained stable for years, resulting in the need for an overhaul. Novell and GroupWise were to be replaced with Microsoft network technology and email services supported by Exchange and Outlook clients.

Situation

At FMO was a typical installation, one that had evolved the years due to the growth of the organization. This resulted in an environment where it was not always clear which software product was installed on which piece of hardware. In addition the number of desktop workstations increased, while at the same time the flex working space had been introduced. People were working with ICT resources either in the office, from a remote location using a laptop or from their home office.

When migrating from Novell to Microsoft technology we had to get a status picture of the hardware and software installed throughout the network. In addition we needed to improve our desktop support and training facilities for the end-users. We looked at a couple of other vendors briefly. However, when we tested the NetSupport DNA and got our results the same day we stopped looking.

FMO has NetSupport Manager, NetSupport DNA and NetSupport School installed at our headquarters, with the NSM remote control client and DNA client installed on each user's machine throughout the organization.

NetSupport DNA

With NetSupport DNA we now have the inventory facilities we so long were searching for. Simply to install and easy to manage with pre-defined reports, most of the inventory control is becoming a standard and easy practice.

When we provided our external auditors with the requested hardware and software inventory overview, straight from NetSupport DNA without us customizing anything, we solved some long overdue issues.

- Walter Servaes, Director Systems Management

For more details and to download free 30 days software trials go to

www.netsupportsoftware.com

↳ NetSupport Manager

With FMO being a financial institution, the security factor is an important one within the organization. In the past we utilized tools such as VNC and TightVNC, but had come to the conclusion that such products were not the right approach for our organization to perform remote control.

In addition we have a mixed environment of various operating systems, including Solaris and Windows CE. Also these we needed to control remotely and last but not least securely with a full audit trail. NetSupport Manager provides all the functionality we required and complied with our strict security and compliance guidelines.

- Frank de Graaf, Security Officer

↳ NetSupport School

During the replacement of GroupWise to Outlook we came to the conclusion that a more structured approach was needed to ensure that the whole organization was trained in the new email client.

NetSupport School was the ideal solution for us. It introduced classroom features to our training facilities, which we never thought could be applicable in an organization like ours. But the users welcomed the product and we noticed that the understanding of the email client was absorbed much faster than we could have ever expected.

- Tom van Duijn, Project Novell to Microsoft Migration

↳ Benefits

Deploying the NetSupport suite in our organization will provide us with an insight which we did not have before. It allows us to make decisions based upon accurate and up to date information.

In case of preventable incidents, NetSupport provides us the tools to warn us in advance. This tooling makes our ICT organization more a proactive one instead of the passive, reactive ICT department.

- FMO, Director ICT

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www.netsupportsoftware.com



Tel: +44 (0)1778 382270

Email: sales@netsupportsoftware.com



Tel: +49 (0)89 550 508 -30

Email: sales@pci-software.de



Tel: 770-205-4456

Email: sales@netsupport-inc.com



Tel: 905-415-4708

Email: sales@netsupport-canada.com