



↳ Background

For more than 32 years, Sunland Construction, Inc. and its family of companies have been a leader in innovative pipeline and related energy services, while assuring a safe and healthy work environment. Sunland consistently meets or exceeds the needs and expectations of major oil & gas, transmission and petrochemical companies across the Eastern, South Central, Gulf Coast, Mid-West, and Rocky Mountain regions of the United States. Combining the industry's most skilled and experienced personnel, Sunland has grown into one of the largest pipeline and energy related contractors employing an average of 600 people with a peak workforce of over 1,600 employees.

↳ The Challenge

When I first looked into NetSupport, we were looking for something to replace our current Remote Admin solution. We wanted something with more functionality than just grabbing hold of someone's computer remotely. We were also interested in some type of hardware and software inventory.

↳ Situation

We considered LANDesk, but I didn't find it as easy to implement and maintain as I did NetSupport. We did some trials with NetSupport and really liked what we saw. We ended up implementing NetSupport Manager and the NetSupport DNA package that includes hardware inventory, software inventory, and internet monitoring. We purchased NetSupport DNA Helpdesk at a later date. We currently have all 255 computers running NetSupport software.

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

www.netsupport-inc.com

↳ NetSupport Solution

NetSupport improved our functionality of working on remote computers, especially with the remote command prompt, file transfer, and chat functions. It has definitely saved us time from having to walk people through different things and ultimately from the users having to send in their computers as often. DNA has helped us keep users off of sites that could introduce harm into our network. We are also planning a software audit using the inventory program. DNA Helpdesk has helped our IT Department manage calls more efficiently especially since we have added more staff to the department.

↳ Testimony

“NetSupport has definitely saved us time from having to walk people through different things and ultimately from the users having to send in their computers as often. NetSupport DNA has helped us keep users off of sites that could introduce harm into our network.” - IT Manager

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