



Moulded Foams Ltd

Wayne Davies, Technical Systems Manager

Tell us a bit about Moulded Foams Ltd...

We are a packaging manufacturer that produces mouldings for aerospace, MOD, automotive, medical suppliers, building industry and fish box markets, amongst others.

What were some of the main IT challenges you faced?

I run the data acquisition system (SCADA) across our 5 sites in the UK, so being able to connect to all the computers I manage and monitor is essential.

Did NetSupport Manager help you to meet those needs?

Yes, it did!

What are the tools in NetSupport Manager that you use the most?

I have the mini view of all the connected PC's running at all times so I can monitor what is happening and can react with remote control if needed. With the app I am also able to monitor and respond to problems on the go.

How has NetSupport Manager contributed to your organisation?

It allowed me full control over the monitored computers without needing to travel. I like the amount of control it gives you, not just from remote access but how you can monitor the computers' resources and view exactly what has been installed.

What do other staff in the organisation think of NetSupport Manager?

They find it extremely helpful and easy to use.

Would you recommend NetSupport Manager?

Yes, no problem. I used it in my previous company and was very impressed with it!