



# City of Dickinson

## NetSupport DNA Case Study

With Aaron Meyer - IT Coordinator



### Tell us a little bit about City of Dickinson...

City of Dickinson is the local government for Dickinson, North Dakota. Dickinson sits in Stark County and has a population of over 20,000.

### What IT challenges were you trying to solve?

We wanted a product that would not only track our user's internet usage but also allow us to filter what sites they have access to, helping keep staff on task and productive.

### How is NetSupport DNA currently being used in your organization?

We are currently using NetSupport DNA to track internet and application usage, to restrict internet usage, and to track some of our hardware assets. The internet and application metering tools allow us to track what websites and applications our staff are using, when they are using them and how long they're using them for. We can also create lists of approved and restricted URLs so we ensure staff stay on track and productive during working hours. It provides robust reporting capabilities that keep staff accountable for the sites they are visiting during work hours, as well as ensuring that business resources are only used for business purposes. When it comes to our hardware assets, NetSupport DNA's Hardware Inventory tools allow us to track and manage our assets and see important information from one central place.

### Why did you choose NetSupport DNA?

We found NetSupport DNA to be more user-friendly and robust than the alternative products offered by other vendors that we tried during our testing phase. Plus, it's affordable and has lots of useful features.

### How/where has NetSupport DNA added value?

NetSupport DNA for us is used in a manner to keep staff more accountable for their usage of technology, which in turn means more time spent on work and less spent surfing the web. It's not only helped increase staff productivity and performance, but our IT staff have also found it really easy to use.

### Would you recommend NetSupport?

Yes, definitely!