



## Dawleys Dominic Parckar, IT Manager

### **Tell us a bit about Dawleys...**

Dawleys are a multi-channel response and fulfilment agency, based in Ross-on-Wye, with over 30 years' experience in providing outsource solutions.

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

We wanted a solution which provided an accurate and easy to-read overview of all our assets, from proactively finding devices to highlighting software usage vs licences bought.

### **How is NetSupport DNA currently being used in your organisation?**

It's used to track and monitor all our IT assets across the business and keep an up-to-date inventory, which is great for renewing or redistributing items. We also use the power management tool to monitor energy costs and schedule PCs to turn on and off, which is a real money saver. The proactive alerts act as a great safety net by allowing us to keep track of any changes that occur, helping to avoid any major issues.

### **Why did you choose NetSupport DNA?**

As an existing user of NetSupport DNA, we are thrilled with the latest update and all its new features. We were especially excited to use the endpoint security feature, which helps our business to control which devices and individuals can access our system and when. We have the ability to see exactly where all our PCs are - and with DNA pro-actively finding new devices on the network, it's been a real time saver.

We initially chose NetSupport DNA as it's secure, easy to use and has a wealth of features – all for a really good price.

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

NetSupport DNA is an excellent product packed full of features. It's saved us money and time, improved performance and is really easy for our staff to use.

### **Would you recommend NetSupport?**

Yes, absolutely!