



Hillcrest Academy

Ryan Erickson, Director of Technology

How is the software currently being used in your school?

We use NetSupport DNA to provide proactive hardware alerts, so we know about issues before they become problems. In addition, we also use the internet monitoring capability to see exactly where students are spending time online and supplement our broad category-based internet filtering.

The eSafety features provide alerts when students are interacting with potentially harmful materials online using keyword and phrase monitoring – this allows the school to review and help prevent them from accessing inappropriate content. Previously this information had to be cobbled together from multiple sources or was simply unavailable. However, NetSupport DNA makes this information easily available with its range of reports.

I love that there is so much information and capability packed into one product!

What IT challenges were you trying to solve?

We wanted to gain visibility into what is happening on our network with the information laid out in an accessible format – NetSupport DNA's easy to use features provided just that with detailed reports and its informative 'welcome dashboard'. However, our top priority was to find a solution that does not just provide proactive hardware alerts and internet monitoring, but one that also helps maintain a safe environment for students.

“ I love how NetSupport DNA puts everything in one place and makes it easy to see, because information means nothing if it is not accessible. ”



Why did you choose our product?

We chose NetSupport DNA because the product is ideally suited for the needs of the Education market, plus it is very affordable for our budget, easy to use, and has comprehensive features for IT asset management and eSafety..

How/where has NetSupport added value?

NetSupport DNA's easy to use features have helped us save time and increase productivity. I love how NetSupport DNA puts everything in one place and makes it easy to see, because information means nothing if it is not accessible. It provides the flexibility we need, and our IT staff are very excited to have accessible and actionable visibility into our network.



Would you recommend NetSupport?

Yes, definitely!



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