



## Meadowhead School Academy Trust

Adam Clarke, Network Manager

### Which NetSupport products do you use, and what devices or platforms do you have it installed on?

We currently use NetSupport DNA across a range of Windows 10 machines throughout the school building. However, in the future, we plan to roll the software out to our collection of government-supplied student laptops once the pupils have returned. These will then be re-imaged and re-deployed.

### What previous IT challenges did you face and why did you choose NetSupport DNA?

As well all know, digital safeguarding is key to keeping all children safe. Previously, we used an alternative product around the building for classroom management, but we found that the keyword detection feature only worked for those phrases that we'd entered, rather than it being automatically updated for us. After some testing and discussions, we concluded that it would make more sense to find a new solution that could do just that – automatically update and help us to keep the children safe because, as anybody who has ever worked with children will confirm, their vocabulary and terminology change on a daily basis.

### Are there any other safeguarding features that are key to your efforts?

We haven't made it widely known yet, but in September we're planning to push NetSupport DNA's ability to 'Report a concern.' These concerns will probably be taken up by some of our heads of year, and therefore allow a child to express any worries they may have in their classroom. Students letting us know means we can quickly respond and act appropriately.



## What stood out in NetSupport DNA compared to your previous solution?

The previous solution we had was quite clunky, and the fact that it didn't do the automatic keyword updating – this was a major drawback for us. I can't imagine the amount of time and effort it takes to build up a keyword list like the one found within NetSupport DNA, and it being regularly updated makes it a no-brainer for us!

## How is NetSupport DNA used within the IT team?

Apart from the initial installation for our networking team, the IT team themselves don't need to do a great deal which is a positive. As for me, I'm on the second line in case anybody has concerns that they need me to follow up on, such as if they don't have the time or know where the children are in the building.

## How would you sum up NetSupport DNA?

I would say straightforward, simple, easy to use, intuitive, and everything you would desire from a piece of software. You don't want to spend masses of time learning where all the different nuances and features are. You literally want it to be simple and straightforward so you can give somebody minimal training and they'll be able to use it straight away.

## What do other staff members think of NetSupport DNA?

The staff like it, they find it an eye-opener as it reveals a whole new look into what the students are up to and what they're searching for.

The additional context that NetSupport DNA provides with flagged concerns is something that you really can't do without on a piece of software in this sector. NetSupport DNA allows you to differentiate between genuine safeguarding concerns and somebody legitimately researching a topic. For instance, we had a class full of children looking up suicide prevention – if there wasn't any context, we would have had a multitude of concerns. Whereas, in reality, it was just part of their lesson, which was clearly shown in the log.

Additionally, the staff like how NetSupport DNA sends a brief description of which program they keyword has been captured from, as well as a sentence or two surrounding the trigger phrase – that is really useful!

## How have you found working with our Support Team?

I find them great! I've sent off a couple of tickets through to the team and they've promptly got back in touch! They're always professional, really nice, and we've been able to get any issues dealt with or at least a workaround to prevent the issue happening again.

## Would you recommend NetSupport DNA to others?

Oh, definitely, yes! I would recommend it, 100%!