NetSupport DNA

Severn Vale School

How is the software currently being used in your school?

Recommended to the school by IT supplier, Strive, NetSupport DNA is used across the site to manage and track IT assets as well as provide teachers with comprehensive classroom management features and the safeguarding team with a complete safeguarding toolkit.

What IT challenges were you trying to solve?

Underpinning the school's curriculum activity is a Citrix Xen desktop environment, delivering a virtual desktop where all required applications can be accessed from a central server. The school had used Impero for network and desktop management and a separate provider for eSafety. However, after encountering poor support on the network/desktop support side along with updates that broke functionality, we wanted to find a credible replacement for Impero.

Why did you choose our product?

We chose NetSupport DNA after it being recommended to us, plus seeing other schools move to NetSupport DNA because of its broad feature set and competitive price. With its easy to use features and multi-platform support, NetSupport DNA seems to keep going from strength to strength.

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In addition to including all the of the core asset management features, NetSupport DNA also offers up some surprises such as endpoint security, SNMP management, and multi-site management. It also has the safeguarding tools the school relies on to keep students safe.

The final decision was taken after trialing NetSupport DNA, when the price to purchase came in lower than the renewal cost of the existing solutions – it was an easy choice to make the switch!

How/where has NetSupport added value?

NetSupport DNA has added value to the school with its all-in-one toolkit for managing school-wide IT whilst also safeguarding students. The flexibility it offers is great as it provides multi-site support and works flawlessly on both traditional (fat client) and virtualised (thin client) desktops – meaning it can be used in any school. In addition, NetSupport DNA has helped increased productivity and performance whilst saving the school money and time.

Would you recommend NetSupport?

Yes, it keeps going from strength to strength!

" It also has the safeguarding tools the school relies on to keep students safe. "