

# Hugh Chatham Memorial Hospital

NetSupport Manager Case Study  
With Josh Griswell - Systems Analyst



## Tell us a little bit about Hugh Chatham Memorial Hospital...

Hugh Chatham Memorial Hospital is a comprehensive healthcare center in Elkin, North Carolina with over 700+ Healthcare Professionals, 70+ Physicians and 26 Specialties.

## What IT challenges were you trying to solve?

We wanted to find a solution to enable us to carry out remote access to our widespread and multi-site hospital campus. It was important to find a solution that would save our technicians' time in being able to control and maintain PCs remotely.

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

NetSupport Manager is being utilized as the primary (99%+) remote control and access tool throughout our hospital (we have over 1100 licenses). It is used multiple times each day by virtually the entire IT staff. The remote control tools allow our IT staff to access PCs securely and remotely and provide support across the hospital from one central location.

## Why did you choose NetSupport Manager?

At the time NetSupport Manager was purchased, from our point of view it by far had the most features of all the solutions we tested - especially as it can be combined with NetSupport DNA (IT Asset Management), and NetSupport ServiceDesk (Helpdesk and Ticketing) etc.

## How/where has NetSupport Manager added value?

NetSupport Manager is an excellent product: easy to manage and deploy. The amount of time you save (therefore money and increased productivity) is incredible!

## Would you recommend NetSupport?

Yes, 100%!