

Lloyds Pharmacy

NetSupport Notify Case Study

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Lloyds Pharmacy
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Could you please tell us a little bit about how your organisation uses NetSupport Notify?

We use NetSupport Notify to support Lloyds Pharmacies. If we have any major incidents and we need to inform staff, we quickly create a message within NetSupport Notify and send it to all the devices that are connected on the network.

How many devices do you use NetSupport Notify with, and which platforms are they running?

We currently use NetSupport Notify across 1,400 different sites and approximately 7,000 devices. All of these devices use a variation of Windows.

How often do you use NetSupport Notify?

We use NetSupport Notify anytime there is a major technical incident that staff need to be informed of.

What challenges has NetSupport Notify helped your organisation to overcome?

It has helped us to get messages out to everyone quickly. They also have to acknowledge the message, which is super helpful – boosting communication.

One of the other main benefits is that if we've identified an issue and our teams are working to support it, we can prevent getting hundreds of the same report on our service desk – we would have already used NetSupport Notify to inform everyone that we are aware of the problem. This helps us to give assurance to the pharmacies and prevents staff trying to call through and getting stuck in a queue.

If an issue is dragging on, we also use NetSupport Notify to provide hourly updates, in addition to a message being sent out when the issue is resolved.

What features within NetSupport Notify have impressed you the most?

NetSupport Notify is quite easy to use, it is clear, and the preview of what the message will look like is very good. Being able to choose the severity and category of the message is also a positive.

The scheduling functionality is also handy. One of the other departments requested that we put out a certain message every Friday for a couple of weeks, reminding staff to leave their devices on overnight for an update. This was also easy to set up.

We have also been impressed with the technical support available - the support team have been very helpful and were very clear in their communications to help us resolve any issues we have had with the NetSupport Notify application.

How would you sum up NetSupport Notify in one sentence?

A very helpful communication tool that makes contacting a large number of devices easy.

Would you recommend NetSupport Notify to other organisations?

Yes, I would recommend it.