

# NetSupport Manager Case Study

## Kent County Council

Kent County Council works closely with 12 district councils, one unitary authority (Medway Council) and more than 300 town and parish councils. Each has specific responsibilities and some are shared, but all work in partnership to ensure the citizens of Kent are well-represented overall. The county council has 84 elected councillors who each have a dual role, attending to countywide concerns as well as to the local needs and interests of their constituents.



PCS have recently been awarded the contract to provide EIS of Kent County Council with an unlimited user licence of the award winning NetSupport Manager.

EIS is a Service Unit in the Information Services Group of Kent County Council. Their role is to provide support, consultancy and training for administration and curriculum information systems in educational establishments within Kent.

Due to the geographic size and number of customers that are supported in Kent, a remote support solution was needed as a key product to allow EIS to deliver a more efficient and cost effective support function to its end users. It was estimated a potential 10,000+ machines would need support from EIS in the future and without some kind of remote support product delivering support to that volume of users would be extremely difficult.

Several remote support products were identified and deployed in trial sites. From these trials EIS produced a tender specification. Several suppliers were invited to tender but subsequently PCS and NetSupport Manager was awarded the contract to supply Kent with their remote support product.

Chris Bentley Principal IS officer at Kent County Council quoted "NetSupport Manager has proved to be a feature rich product and unlike some of its competitors provides an all in one remote support solution. It has satisfied all of the necessary criteria that EIS had identified as being critical. PCS have provided excellent consultancy and support and will be involved in training all our support staff in the use of their software"

NetSupport Manager is specifically aimed at busy IT Managers, Administrators, help desk representatives, tech support and telecommuters. It allows them to remotely control a PC or group of PCs' from their workstation enabling real time response, file retrieval that cuts out the cost of expensive travel to and from sites and time.



pillar solutions – supporting your network



---

Pillar Solutions | Gilbert House | River Walk | Tonbridge | Kent | TN9 1DT

tel: 01732 363 670 fax: 01732 363 678 | e-mail: [sales@pillar-solutions.com](mailto:sales@pillar-solutions.com) | web: [www.pillar-solutions.com](http://www.pillar-solutions.com)