



Using Remote Control Software to deliver an effective Help Desk function.

Most IT managers will identify that the role of supporting the internal infrastructure and most notably their users is the most demanding requirement of an IT department.

This function, better known as the "Help Desk" is the foundation to the Corporate IT Operation.

By definition, is assumed that the role of this function is to provide Help, and as such is charged with acting as the iCure[®] for any technology based issues. Remote Control software has always been presented as the perfect solution to assist in improving the responsiveness of the Help Desk department. Its largest single contribution being, the tool that removes the need for support staff to have to physically visit a user's PC to resolve issues. Clearly this alone is of double benefit, users are not only presented with speedier response times but the support function is able to operate more efficiently as a result of having their resource on hand and not traveling. Once this concept extends beyond the local area network, to geographically diverse enterprises, the time and cost savings become more fundamental.

Putting to one-side network connectivity issues, most Remote Control software solutions are able to offer a solution within this remit. All of the leading Brands will deliver the ability to Connect and View a Users Screen, Control Keyboard and Mouse input, and if necessary upload files direct to the desktop.

On that basis it would be fair therefore to assume the only issue of relevance is price? While an important factor in evaluating suitable solutions, there are other more fundamental issues that should be taken into consideration.

An effective Remote Control tool should offer support for all primary desktop platforms, DOS, Win 3.x, 95/98/ME, NT ,2000 and so on, and offer connectivity between these platforms.

Security - By definition, the products are offering access direct to the users desktop, this level of interaction and access has to be provided in a Controlled and Secure and ideally, profiled way to prevent abuse and potential vulnerability.

Scalability - The solution should allow the user base to be grouped, identified and administered in a scalable structure without directly increasing administrative IT overhead.

Deployment - Ideally the product should be able to be

delivered direct from the server or via automated remote deployment and not require user input to facilitate deployment. This functionality should provide for remote updates and configuration maintenance.

So, having identified a product that supports all of your desktop environments is secure, scalable and easy to deploy and maintain, you have your solution. Well, almost, as mentioned earlier, most companies look at the Help Desk as the Cure[®] for user problems. We believe that the most effective Helpdesk is the one that offers not only the Cure, but also the Prevention to problems.

NetSupport Manager offers seamlessly and flexibly all of the functions required to cure Desktop User issues, but adds to this a raft of tools designed to assist users in avoiding the need for support in the first place.

First and foremost, the most effective means of reducing User Support overhead is to provide better or more focused Training. NetSupport Manager allows you to show your Screen to any number of connected PC's on the LAN to deliver interactive Training to your users. NetSupport also allows you to Record a Remote Control Session and save it in a Replay File. The next time a user has a question about the same topic, the replay file can be shown rather than Support addressing the same issues over and over again. The Product offers full Audio support, so if the User PC has multimedia capability, a dialogue can be made without the need to use the phone.

NetSupport is geared to provide the Help Desk with the tools need to deliver interactive Training to its users, but if all else fails and support is needed, the product adds the functionality to make the problem resolution as easy as possible. On the fly, NetSupport Manager can perform a Hardware Inventory of the users PC, making it quick and easy for the IT staff to identify key information about the PC. NetSupport Manager also offer Software Inventory to highlight what other applications are installed on the Users PC, this helps track down software conflicts and version issues.

As part of the routine responsibilities of an effective Help Desk, NetSupport Manager also offers the power to deliver software to multiple PC's simultaneously, Launch Applications on Remote PC's, and a powerful Scripting and Scheduling Suite to provide effective unattended reporting and diagnostics.

Once deployed NetSupport Manager will deliver the most feature rich and accessible Remote Control and Desktop Management solution to compliment any Help Desk.