

cresselle

Innovative I.T. Solutions

Cresselle Reduces IT Operational Costs and Increases Support Response Times through Remote PC Management & Support System

About Cresselle

Cresselle have been successfully providing IT services and solutions for the last 10 years. They have implemented specific processes for engaging and dealing with their clients to help ensure success.

Using innovative ideas for solving client problems they have gained an in-depth knowledge of numerous technologies.

Cresselle initially developed information solutions for the Pharmaceutical Market but have since successfully implemented their solutions in numerous other markets, including the Retail Foods, Franchise, Distribution and Manufacturing sectors.

They continue to expand into other business and geographical markets and believe their information solutions can help add value to company information.

For further information, visit <http://www.cresselle.com>

The Challenge

Cresselle have multiple client sites where there is no standard remote control tool. Depending on the customer, *“Sometimes it’s over dial-up where NetSupport outperforms others”* said Diarmaid Flynn, Director.

NetSupport Manager’s(NSM) Gateway feature provides a means of connecting Clients and Controls across the Internet, thus delivering web based remote control without the need for modifications to existing Firewall configurations. There is no direct connection between the Client and Control, all data is passed via the Gateway.

“It’s also very good as a back door entry into locations if the VPN falls over using NetSupport’s Gateway feature option”.

The Solution

NSM features a powerful Hardware and Software inventory tool, the ability to both monitor and interact with a Remote computer’s services, processes and active applications, as well as providing a range of supporting tools including audio chat, a remote registry editor and remote command prompt.

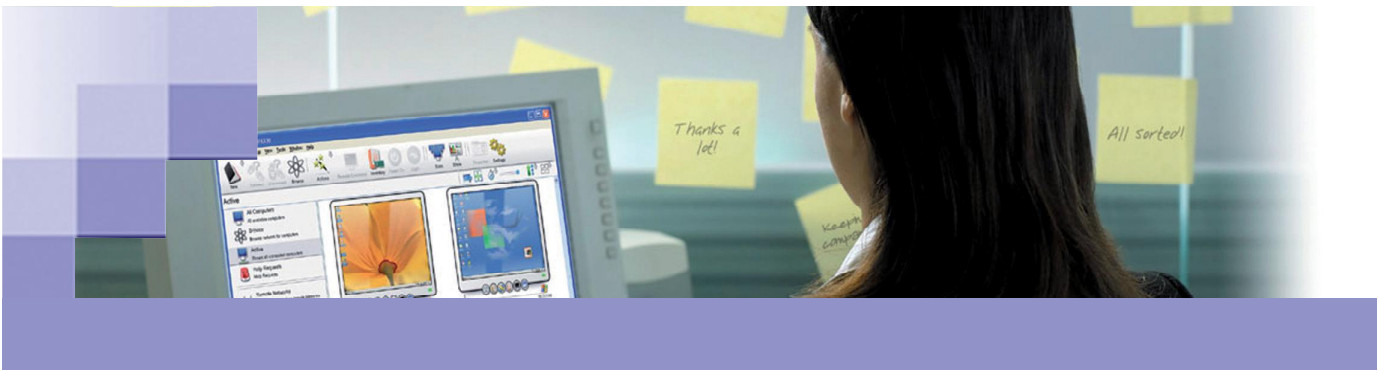
“Its an easy install and cost effective compared to other remote control tools”.



What they say about NetSupport Manager

“Its an easy install and cost effective compared to other remote control tools”.

Diarmaid Flynn



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With a diversity of customers, connectivity is key for Cresselle. NSM allows for connections over a traditional LAN/WAN utilising IPX, NetBIOS or TCP/IP and also provides as standard an Internet Gateway allowing secure communications between remote sites that are each protected by firewalls. To complete the connectivity offering, NSM also provides remote support for mobile devices including Windows CE and Pocket PC including communication over GPRS and 3G, so no matter where a customer is located, they always remain only a click away from assistance.

The Result

NSM features a powerful Hardware and Software inventory tool, the ability to both monitor and interact with a Remote computer's services, processes and active applications, as well as providing a range of supporting tools including audio chat, a remote registry editor and remote command prompt.

"NetSupport Manager has added greatly to our support structure and assisted us in keeping costs down internally, while providing a very prompt and trouble free service to our clients".

NSM is a secure solution. Everything from simple password protection through to integration with NT Security, Active Directory and 256 bit AES encryption. Record and Replay remote sessions for audit purposes. You can even profile individual Control users and Client workstations to provide different security levels and capabilities.

"NSM is a feature-rich and easy to use application. I would highly recommend it if you're looking for a comprehensive and fast remote management solution".

NetSupport Manager offers comprehensive multi-platform support for Windows, Linux, MAC, Solaris, CE, Pocket PC and Windows Mobile systems, providing complete compatibility to match today's business environment. In addition NetSupport Manager now offers support for 64 bit Intel and AMD platforms, including Windows XP 64 and Windows 2003 64. The support is available for x64-based systems.

For more information visit: www.netsupportmanager.com

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