



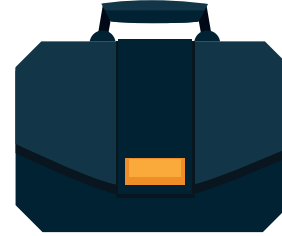
Burgas Municipality

(via Innovakom)



430

**NetSupport Manager
Licences**



**We work within the
Corporate Sector**

How is the software currently being used in your organisation?

NetSupport Manager is used to support users of IT assets across 14 offices across the Burgas Municipality from a single location.

The challenges we were trying to solve:

The Municipality wanted to find and implement a scalable software solution to help the IT become more efficient in line with its status as a "smart city".

Why did you choose our product?

- | | |
|---|--|
| <input type="checkbox"/> Cost | <input checked="" type="checkbox"/> Features |
| <input checked="" type="checkbox"/> Easy to use | <input checked="" type="checkbox"/> Security |
| <input type="checkbox"/> Platform support | <input checked="" type="checkbox"/> Other |
| <input type="checkbox"/> Recommendation | |

Burgas Municipality selected NetSupport Manager because of its robust platform, quick deployment, customising infrastructure, scripting support and workload tracking.

Ease of implementation and deployment, stability, security and low network footprint were also qualities that were necessary in the selection process.

How/where has NetSupport added value?

- Saved money
- Increased productivity
- Saves time
- Flexibility
- Performance
- Easy to use
- Other

Netsupport Manager reduced the number of service order requests by 35% just in one month, allowing all employees to focus on providing effective and efficient public services as per the internal procedures.

Would you recommend NetSupport?

- Yes No

“ **NSM reduced the number of service requests by 35% in one month** ”