



## Case Study - NetSupport Manager

### Dickie McCamey

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#### Tell us a little about your organization...

Dickie McCamey is a law firm focused on helping clients solve their legal issues efficiently and in line with their business goals. The firm has a strong defense practice in areas such as energy, construction, insurance, medical malpractice, captive insurance, Marcellus Shale, commercial litigation, and food and beverage, to name a few.

#### What was the primary reason for purchasing NetSupport Manager? And what challenges were you attempting to address?

We were previously using a remote control solution but it no longer fit our needs. This prompted us to look for a replacement that supported Windows 10.



#### Now that you are using NetSupport Manager, has this challenge now been addressed?

We are happy with NetSupport Manager as it offers the Windows 10 support we were looking for. We use it for LAN remote control and to connect directly to our satellite offices. We really like the ability to remote control into brand new computers with ease.

#### What was a key deciding factor in selecting NetSupport Manager?

We were immediately attracted to the look and feel of the software. We find NetSupport Manager is intuitive and easy to use. The ability to show screens, remote control and use dual monitors were key in choosing NetSupport Manager.

#### What tools do you find particularly useful?

NetSupport Manager does exactly what we need. As well as the dual monitor feature, which set the software apart from others, we really like the ability to search for specific users. The main Remote Control feature is also very useful for us so we can connect to our different offices across the country.



NetSupport Manager is intuitive and easy to use.

