



How NetSupport Manager supports government and public sector departments

Government and public sector departments require exceptionably reliable and secure tech solutions to support their day-to-day operations – with no time to waste! With NetSupport Manager, organisations can boost departments' security across their network whilst providing quick effective support. Not to mention they can benefit from cost savings and efficiencies like minimising downtime and reducing unutilised software and applications.

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Great product—fast and reliable. I would definitely recommend NetSupport Manager!

Stadt Offenburg

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Features



Real-time view for instant troubleshooting

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NetSupport Manager is primarily used for remote troubleshooting and file transfer. It allows our IT team to provide prompt support to users without the need for on-site visits, thereby saving time and resources.

Hillsborough County Board of County Commissioners

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Comprehensive support tools

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

Burgas Municipality

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The feedback from our staff has been overwhelmingly positive. They appreciate the quick response times and the seamless support experience that NetSupport Manager provides. It has greatly reduced the frustration associated with technical issues.

Hillsborough County Board of County Commissioners

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Benefits



Productive efficiency and cost efficiency

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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”... 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.

Burgas Municipality

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One of our significant challenges was managing and supporting a large number of devices spread across multiple locations. We needed a reliable and secure remote support solution to minimize downtime and improve efficiency. NetSupport Manager has been the platform used since it was CrossTec Remote Support, and it has been working so well for us, so we have decided to keep it in our catalogue.

Hillsborough County Board of County Commissioners

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Ease of use

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Ease of implementation and deployment

Burgas Municipality

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If you're considering a remote support solution, NetSupport Manager is an excellent choice. Its extensive features and ease of use make it ideal for any organisation.

Hillsborough County Board of County Commissioners

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Reliability and security

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NetSupport Manager is an indispensable tool for efficient and secure remote IT support.

Hillsborough County Board of County Commissioners

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Stability, security and low network footprint were also qualities that were necessary in the selection process.

Burgas Municipality

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