NetSupport Notify

Commercial Catering Spares
Danny Mallalieu, IT Support

Tell us a bit about Commercial Catering Spares…

Commercial Catering Spares has been selling spare parts for everything you can find in a commercial kitchen for the past 22 years, to engineers and service companies. Our office in Heywood currently serves as base for 70+ staff members and our head office is in Munich, Germany.

What challenges were you trying to solve before you purchased NetSupport Notify?

We use several pieces of software that require the users to be logged out of the program, to run certain routines. We'd have to run around the office and warehouse telling people to log out because they've not seen the email that was sent 10 mins ago. This process can sometimes take upwards of 30 minutes.

Why did you choose NetSupport Notify?

I chose NetSupport Notify because it really does fill a gap in the market and is so easy to install and integrate into our network – with the MSI installer able to be deployed with Group Policies, allowing for a silent install. It puts a big box over everything my users are doing, ensuring prompt action is taken. My process of getting users to log out can now be done in just a few minutes.

How is it being used in your organisation?

We mostly use it to get users out of programs, but more recently it's fast replacing my team having to send out emails because we are able to target teams of users or even individual users, ensuring prompt action is attained from the end users.

How and where has it added value for you?

The software is invaluable to us as a company. It has shortened a process that used to take 30 minutes plus, into just a few minutes. From an IT Team's point of view, the ability to see who has read the message comes in very useful when needing to escalate issues, because we know exactly who is aware at all times.

Would you recommend NetSupport?

I wouldn't hesitate to recommend NetSupport Notify to any organisation. It's a great piece of software.

66 **It's a great piece of software.** 99