

NETSUPPORT DNA

\$60 per user for 100 users © NETSUPPORT Ltd. +44 177 838 2270
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PC MAGAZINE MIDDLE & WEST EAST RECOMMENDED

REQUIREMENTS
Server Intel Pentium III, 128 MB RAM, Win NT or higher
Client: 486, 64 MB RAM, Win 95, 98, NT, Win2K or Win XP
Protocol TCP/IP (Winsock 1.1 compatible)

Description	Quantity
Intel Pentium III	16
Intel Pentium II Celeron A	4
AMD Athlon(TM) XP 2000+	2
Intel(R) Pentium(R) 4 CPU 1.70GHz	2
Intel(R) Pentium(R) 4 CPU 1.70GHz	2
Intel(R) Pentium(R) 4 CPU 2.80GHz	2
Intel(R) Pentium(R) 4 CPU 1.50GHz	1

Consider this situation - you are a system administrator and have been asked to make a hardware and software inventory of all the computers in your organisation. Usually this is a nightmare situation for the system administrator. It's not an easy task going through 150 to 200 computers and making sense of all that data. At the end of the day the department head needs it for a variety of reasons that could range from planning the next budget or merely being a routine check for software piracy. So, if you've got a medium to large network, then *NetSupport DNA* could easily come to your rescue and it does so with help of some really powerful features.

NetSupport DNA is designed to give complete control over all the software and hardware related information of any client machine on the network. It uses all that data, and adds advanced features that include application metering, Internet metering, license management, web based helpdesk and even remote control access for client machines if needed.

Once deployed on the administrator's machine, *NetSupport DNA* will automatically discover all Windows based clients on the local or wide area network. This can be simplified by just assigning the IP range. One of the key features is adding and managing user data like name, telephone, employee number and department. Once deployed, this powerful tool generates unmatched reports in various formats like bar and pie charts. It creates dynamic groups that are then systematically added to the main company tree. This can contain PC audits based on departments and all reports include the option to print or export to PDF, DOC and XLS.

NetSupport DNA also features a powerful hardware inventory module that presents a wealth of information about a specific user or a group of systems based on the processor, BIOS or even available memory for future expansion. This gives you access to valuable information at your finger tips and even plan upgrades by department.

The software inventory module is another powerful and useful functionality for big organisations. The system administrator is

always informed about all applications present on every single machine in the organisation. This helps him to keep track of licensed software and maintain limits or make additional purchases. Another part of the application is software distribution and metering. The administrator has the power to make applications available by department, and once this is done, all the user has to do is install on demand any application available to him. Internet and application monitoring is prevalent in most organisations today and *NetSupport DNA* can summarise these reports in bar graphs that can go into specific details. It can even pull information like the websites that have been visited and time spent using a particular application. Lastly, the *DNA* remote control offers advanced functionality to remotely manage workstations. It emulates the keyboard and mouse of a target system that allows the user to share or control the system without physically being there.

The network administrator has complete control and can save a lot of time when it comes to simple user creation and assigning rights. Once the users (client machines) are mapped, asset management helps the administrator determine if any hardware or software changes have been made in the system and policies. *NetSupport DNA Help* is another important part of this application. It is a fully web based solution that allows the user to post help requests and this can help in providing detailed recording and tracking of any user over a period of time. It automatically assigns tickets and sets priority and importance in consultation with pre-designed rules and conditions, that includes things like structured note history for a ticket and audit history. Over a period of time it creates a solution database that helps future help requests.

Setting up *NetSupport DNA* is easy, but first time deployment requires the client side of the software to be installed on every users' system. All said, it is an excellent choice for medium and large corporate organisations where user and asset management is critical. It's not just a simple inventory application, but a complete asset management system solution.

SCORES

FEATURES

★★★★★

EASE OF USE

★★★★★

PERFORMANCE

★★★★★

VALUE

★★★★★

OVERALL

★★★★★