

NetworkStreaming Enhances Support of a Software Provider’s Existing Customers and Prospects



The Company

SchoolIDEX Technologies provides education professionals with database software tools to manage students, teachers, and facilities as well as accountability needs of the education setting. SchoolIDEX Technologies software tools are used in all different types of educational institutions including elementary, secondary, and higher education schools all over the United States. SchoolIDEX, a student management system, is the latest product of the company and enables educators to conduct the many administrative tasks of their job more efficiently and better than ever before.

The Objective

SchoolIDEX Technologies had a goal to more efficiently reach a large part of their target market while also lowering travel costs. In order to do this, they needed to conduct online demonstrations of the application to prospective customers. To support existing customers, the company also wanted a way to provide immediate remote online technical support in a secure method. SchoolIDEX Technologies needed to reduce delays in response time to their customers’ technical problems.

The Solution

SchoolIDEX Technologies discovered that NetworkStreaming could meet their needs in multiple ways. First, the Internet-based solution that NetworkStreaming provides gives the SchoolIDEX support team control of a secure remote computer as if they were physically on site. They were also able to utilize AccessDesk for remote access to unattended servers or workstations in order to provide regular maintenance or to troubleshoot a problem. Finally, the PresentationDesk features of the NetworkStreaming solution solved the problem of the online sales demonstration. The software allows SchoolIDEX Technologies employees to share their computer screen online in seconds to demonstrate the product or to conduct online training for new customers. “NetworkStreaming has been amazing. We are pleased with the reliability and ease of use,” said Kerri Theissen of SchoolIDEX Technologies. “Customers are extremely pleased we can handle support immediately by connecting with them as soon as they have a question or problem.”

The Benefits

SchoolIDEX Technologies is now able to give a presentation to a potential customer over the Internet. Through this, SchoolIDEX is able to provide a service that saves both time and money for their employees. NetworkStreaming enables savings in travel expenses as well as long distance phone costs, thus cutting operating costs of the SchoolIDEX Technologies as a whole.

Additionally, SchoolIDEX Technologies’ support staff is being provided with the necessary tools to more efficiently operate. NetworkStreaming’s software provides the ability to connect to a customer’s computer and its data when a support session is granted. Because of SupportDesk™’s on-demand connection, customers can now expect timely response to support issues. NetworkStreaming allows the support staff to connect immediately to a computer and data with no delay in support. “Overall, NetworkStreaming has been the answer we were looking for! The product is versatile, the performance is consistent, and your customer support representatives are knowledgeable, helpful and have a great response time,” said Kerri Theissen of SchoolIDEX Technologies. “We could not have made a better choice.”

Features

- Firewall transparency
- Reboot/auto-reconnect
- 256-bit AES SSL encryption
- Logging & reporting
- Simultaneous multi-system control

Benefits

- Respond immediately
- Reduce on-site visits
- Eliminate phone-only support
- Support from anywhere
- Lower total cost of ownership
- No monthly fees
- Concurrent licensing

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Kerri Theissen | SchoolIDEX