

NetSupport DNA v3.0

For any organisation that depends on its IT assets, namely hardware and software, to remain competitive and efficient, it stands to reason that knowing exactly how many desktops it has and specifically which applications are in use, will be of critical importance.

IT assets account for the largest proportion of the overall IT spend, therefore, ensuring they are properly managed and maintained becomes one of the highest priority corporate goals for any organisation where TCO (Total Cost of Ownership) is high on the agenda.

The annual cost of supporting this IT infrastructure can often result in costs spiralling out of control, where the initial purchase price of IT assets pales into insignificance. Understanding leasing arrangements and undertaking proactive asset management ensures compliance with software license agreements and makes budget forecasting more accurate. Knowing how many of your users are using a specific application at any given time will allow for both effective trimming of software budgets and a realistic prediction of future software investment.

Information is key. Without this, decisions on upgrades and the roll-out of new technology will not be taken from an entirely informed position.

Facilitating central management of your enterprise PCs in a secure, coordinated and efficient manner, NetSupport DNA combines powerful Hardware and Software Inventory with Software Distribution, Application and Internet Metering, Web Based Helpdesk and award winning Remote Control functionality.

Recognising that organisations have differing requirements, NetSupport DNA is available in a modular format, allowing you to pick and choose only those features that best meet the current needs of your organisation.

DNA FEATURES:

- HARDWARE INVENTORY**
- SOFTWARE INVENTORY**
- APPLICATION METERING**
- INTERNET METERING**
- LICENCE MANAGEMENT**
- SOFTWARE DISTRIBUTION**
- ENTERPRISE REPORTING**
- ENERGY MONITORING**
- ACTIVE DIRECTORY INTEGRATION**
- WEB BASED HELPDESK***
- REMOTE CONTROL***

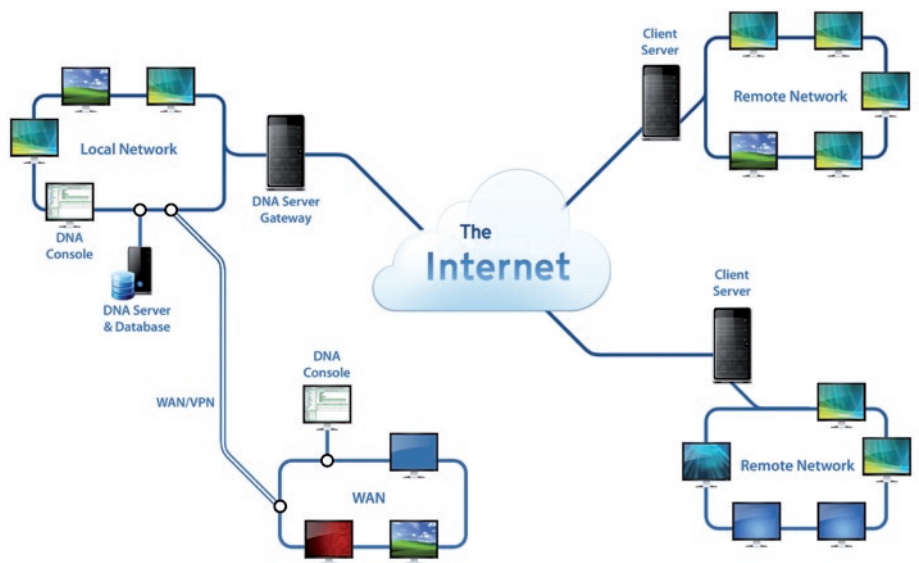
* Optional Components

"NetSupport DNA is an excellent system management tool whose manufacturers are clearly listening to their users. It's simple to use, the client agent doesn't seem to unduly hammer the host PC, and for a multi-faceted package the price tag is attractive too."

TECHWORLD

"We chose NetSupport for its ease of use and its power, as well as for the ability to install DNA in other operating systems such as Linux. Our experience has been highly positive, especially the treatment from the sales staff. We can't comment on tech support, we haven't needed it because DNA is so easy to install and deploy, one of the principal characteristics of the program." - David Merino, Head of IT, Unicef

unicef



Schematic representing the extended connectivity of DNA

Discover

NetSupport DNA will automatically discover all PCs on a LAN or WAN based on an IP range or utilising the existing Windows Network. Once discovered, key PC status & DNA Client status (if installed) is displayed.

Using the Discovery Tool, DNA clients can be remotely installed onto clean systems across the Enterprise.

Detail

NetSupport DNA also offers two "styles" of reporting. On-screen reports are provided with supporting Bar and Pie charts and drill down capabilities on all key summary data.

In addition, Print Optimised reports are provided, powered by the Crystal Report engine that offers a full set of management reports. All reports include the option to print or export to PDF, DOC and XLS.

Deploy

DNA provides a multi delivery option for Software Distribution. To begin, an Operator can define a software package to be deployed - this can either be a collection of files and folders specified with appropriate action parameters once delivered to a target system or by recording and scripting any user prompts required during an application install so that the package can be deployed onto a users system without intervention.

Discover

USER MANAGEMENT

NetSupport DNA provides a range of features to locate and manage PCs and Users within a networked environment. Not only does DNA store key user data (Name, Telephone etc.) but it also provides detailed storage of supporting Asset, Lease and Maintenance data. In addition DNA provides the customer with the ability to customise the data to be gathered and collated from each user.

DNA also provides the mechanism to create Dynamic Groups, these are added to the main Company Tree view and can contain PCs from any number of departments. A typical group might be "all PCs with Windows XP and more than 256Mb of Ram".

Other supporting tools include Connection Statistics, Find User, Chat, Message and a powerful Database Query Tool.

NetSupport DNA integrates with Active Directory enabling you to configure the PCs and Users within the DNA Console to mirror their relative position within the Active Directory Container structure. Changes made within the AD structure are automatically reflected within DNA. User Information can also be retrieved from Active Directory.

DISCOVERY

NetSupport DNA will automatically discover all PCs on a LAN or WAN based on an IP range or utilising the existing Windows Network. Once discovered, key PC status & DNA Client status (if installed) is displayed. Using the Discovery Tool, DNA clients can be remotely installed onto clean systems across the Enterprise.

DNA INVENTORY FOR REMOTE COMPUTERS

In order to maintain accurate asset information it is vital that all user hardware & software related data is recorded. Whilst the DNA Server will dynamically retrieve information from those machines that have a Client installed, there will be instances where peripheral equipment, such as routers or remote PCs that are not connected to the network will not be found. To ensure that this information is known, DNA provides you with the tools to add details of 'non-scanned' items manually.

Detail

HARDWARE INVENTORY

NetSupport DNA features a powerful Hardware Inventory module that presents a wealth of information about a specific PC, from CPU and BIOS to memory, memory slots used and even those available for future expansion. When viewing the Company as a whole or a department, DNA provides quick and easy summaries by category, such as all PCs grouped by OS, CPU type or Memory.

SOFTWARE INVENTORY

Featuring a detailed summary of all installed programs and applications detected on each PC, NetSupport DNA displays this information for either a selected PC, a department or custom group. Full support for recording, tracking and the management of software licences and maintenance contracts is included.

APPLICATION METERING

NetSupport DNA offers an Application Metering component which reports all applications used on each Windows PC, detailing the time the application was both started and finished and the actual time it was active and in use. Additionally, when the data is viewed at "department" level, summaries by frequency of use or by duration are shown.

ALERTING

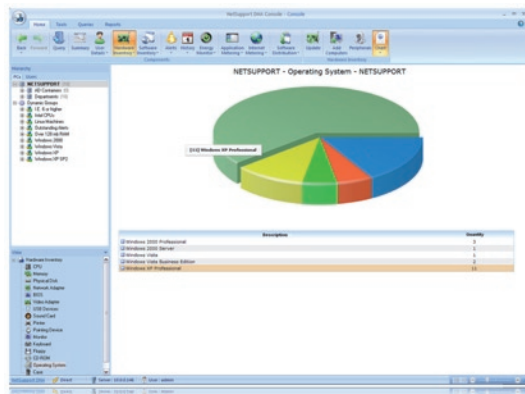
DNA's real-time Alerting facility enables you to identify changes to the gathered data based on predefined conditions. For example, highlighting situations where the total installed copies of an application exceeds the company license limit or where a PCs free disk space has dropped below a certain level.

ENERGY MONITOR

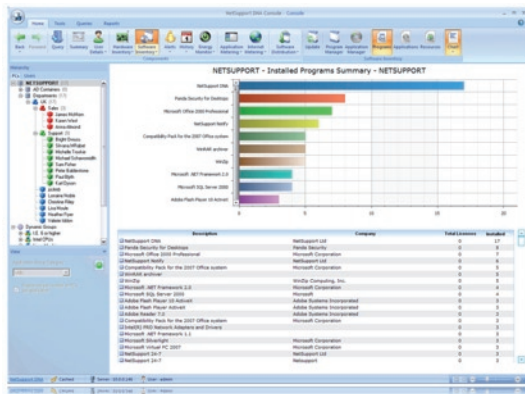
The Energy Monitor component provides a simple and concise high level summary of potential energy wastage across an organisation by computer systems that are left powered on out of business hours. Once implemented, department heads or management can see a high level view of energy usage by computers across the organisation, see where "out of hours" usage is highest and identify if this is a result of diligent staff working late or simply systems that have been left switched on overnight.



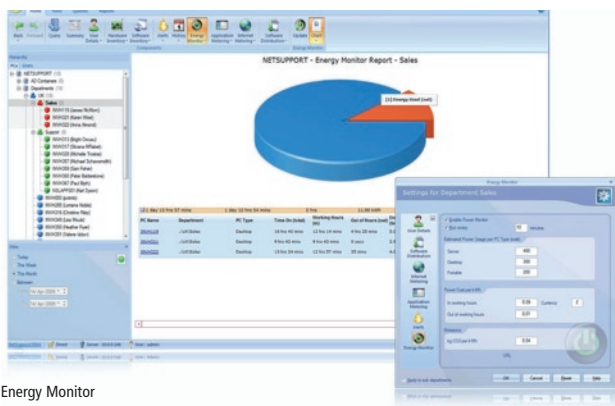
System Overview



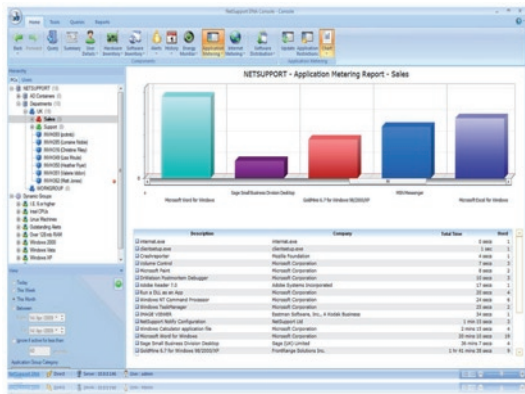
Hardware Inventory



Software Inventory



Energy Monitor



Application Metering and Control

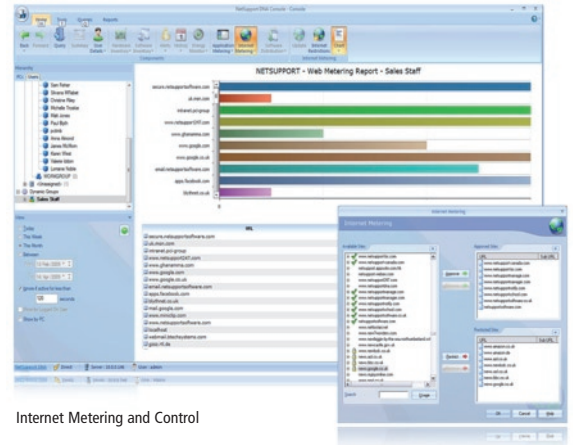
INTERNET METERING

Like Application Metering, DNA also provides a detailed summary of Internet (or Intranet) activity on each Windows PC. URLs visited, duration on a page and page analysis within a specific URL are all recorded. DNA even provides a quick link to review a specific URL.

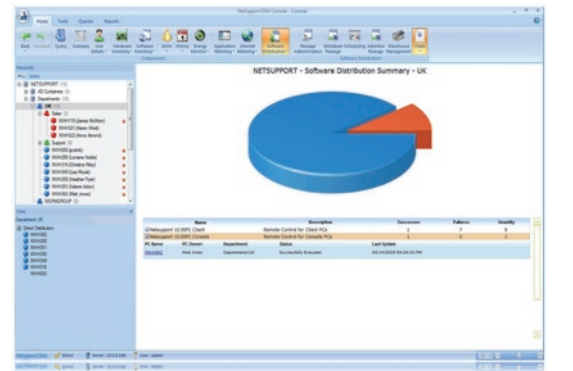
Internet Metering also provides the Operator with the ability to restrict URL access based on its status of Approved or Restricted and by a flexible time based policy.

REPORTING

NetSupport DNA also offers two "styles" of reporting. On-screen reports are provided with supporting Bar and Pie charts and drill down capabilities on all key summary data. In addition, Print Optimised reports are provided, powered by a Crystal Report engine that offers a full set of management reports. All reports include the option to print or export to PDF, DOC and XLS.



Internet Metering and Control



Software Distribution

Deploy

SOFTWARE DISTRIBUTION

DNA provides a multi delivery option for software distribution. To begin, an Operator can define a Software package to be deployed - this can either be a collection of files and folders specified with appropriate action parameters once delivered to a target system or by recording and scripting any user prompts required during an application install so that the package can be deployed onto a user's system without intervention.

Once created the application package can be automatically "Pushed" to target PCs for deployment or "Published" centrally. Once "Published" a User can check to see which applications are available for their PC and install these on-demand.

DNA further offers the ability to schedule packages for distribution, whereby the user can specify the date and time to distribute a specific package. This is especially effective for out of office hours distribution when network activity is at its lowest.

SOFTWARE DISTRIBUTION WAREHOUSE

To ease network traffic congestion when executing large scale deployments, DNA enables you to nominate a Client, ideally local to the target machines, to act as a 'distribution warehouse'. When the package is deployed, rather than the server pushing it to each Client in turn, it installs at the Warehouse Client which then distributes it to the remaining targets.

INTERNET GATEWAY

What sets NetSupport DNA apart is its ability to report on your assets no matter where they are, going beyond just a local or wide area network. NetSupport's Internet Gateway technology provides a stable and secure method for tracking assets that may ordinarily be 'hidden' on a remote network or behind firewalls.

REMOTE CONTROL

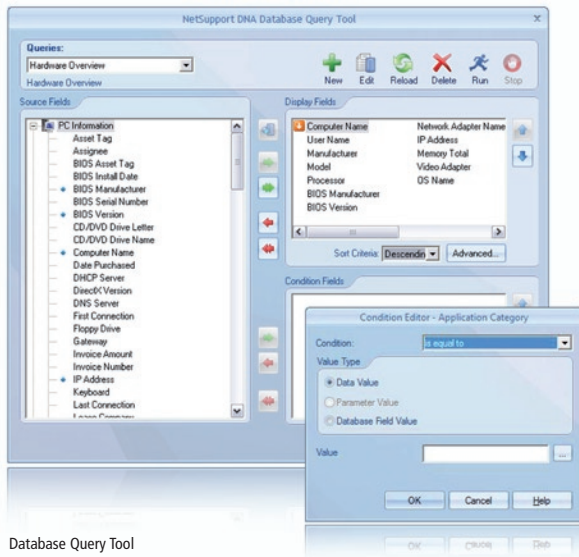
DNA Remote Control offers advanced functionality for the effective management of remote workstations. Watch, Share or Control the screen, mouse & keyboard of target PCs irrespective of O/S & network protocol. Includes full message & text chat facilities, comprehensive security, multi-platform support & desktop integration.

For a more powerful remote control solution, NetSupport Manager (NSM) is offered as an extra module. Together with the above, NSM offers File Transfer & File Distribution, Hardware & Software Inventory, Scripting & Scheduling, The Gateway (connecting to PCs located behind firewalls) and Scan, for the monitoring of multiple remote workstation screens.

"Despite its apparent simplicity, NetSupport DNA offers a good range of desktop management tools backed up by the unique internet and application metering and control features. Fine choice for businesses that don't want the complexity inherent in many enterprise management products."



"Businesses looking for an easily deployed desktop management solution should place NetSupport DNA high on their list. It is far easier to use than many enterprise-level products and yet provides a range of useful and in some cases unique features and delivers them at a very affordable price."



Database Query Tool



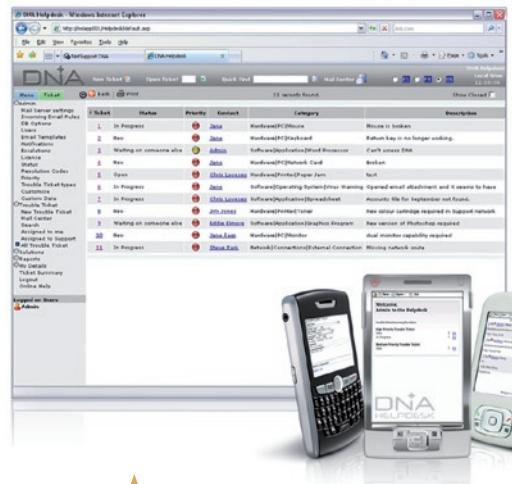
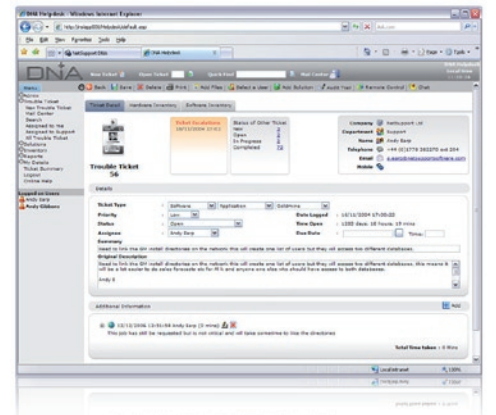
DNA Helpdesk

Every organisation depends in part on its IT infrastructure to remain competitive and efficient. Minimising the amount of system downtime is essential together with ensuring an effective solution is in place to assist and support users of IT assets.

Available as a standalone application or as an integrated module of DNA, NetSupport Helpdesk is a powerful and wholly web based solution providing detailed recording and tracking of user Help Requests.

NetSupport Helpdesk offers the following functionality as standard:

- Automatic assignment of tickets to operators based on pre-defined customer rules based on either Problem Type or User Type.
- Automatic escalation of ticket status based on customer specific rules.
- Structured notes history for a ticket with source identifiers (telephone, email and more) for each additional entry within the ticket lifecycle.
- Direct integration with DNA Suite Inventory component and departmental information.
- Custom Data Designer allowing for customised data fields.
- Active Directory synchronisation.
- Streamlined creation of a solutions database to aid future help requests.
- Importing user departments and companies from other systems into the NetSupport Helpdesk.
- Help Request logging with customisable categories for easy input.
- End users can raise help requests on-line and review current status in real time.
- Prioritised Help Requests for users and ticket types together with easy operator allocation.
- Profiled Operator access and customised functionality.
- Full Hardware and Software Inventory information for each user's system.
- Real-time corporate status reports - total calls in, status of calls, average resolution time and more.
- Ongoing history by user for all previous support requests.
- Automated incoming/outgoing email processing.
- Optimised for mobile device support.



Commercial Rationale

- Reduce the TCO (Total Cost of Ownership) by decreasing the number of vendors you are managing, improving help desk support, enforcing configuration standards and effectively migrating to new technologies.
- Track and manage licenses using the inventory and application metering functionality. Identify illegal and unused software, providing the necessary knowledge to purchase the optimum number of licenses for your enterprise.
- Ensure compliance with corporate configuration standards using the software metering capability to identify and maintain standard desktop configurations and those that fall out of compliance even during server downtimes.
- Plan and budget for migrations, ensuring that any desktop changes needed to support an upgrade are effected. DNA allows you to procure the components in advance, plan the work and ensure the installation team is fully prepared at the point of upgrade.
- Effective security management for identification of missing computer assets such as CD-ROMs, memory, hard drives and even entire computer systems.
- Reduce the need for costly physical inventories by removing the need to visit each desktop.
- Assisting with Disaster Recovery by transferring the IT information collected by DNA to your contingency plans, identifying where critical users and revenue related PCs are located.
- Virus prevention and remedial activities are essential for any enterprise. As DNA works independently of your e-mail server, periodic updates can be distributed to your users even during a virus crisis.

SYSTEM REQUIREMENTS

DNA SERVER

Minimum hardware: Intel Pentium 4 with 1GB Ram or higher.*
 Free space required: 120 MB+ (dependant on number of Clients supported).
 OS supported: Windows 2000, XP, Vista or 2003/2008 Server.
 Databases supported: Microsoft MSDE (supplied), SQL Express, SQL Server 2000 or later.
 If no version of SQL exists on the target system you will be prompted to install MSDE or specify a Remote SQL Server.
 Pre-requisites: TCP/IP network.

*Refer to our website www.netsupportsoftware.com/support for recommendations based on installed Client base.

Gateway Client/Server

Free space required: 2 MB
 OS supported: Windows 2000, XP, Vista or 2003/2008 Server.
 Pre-requisites: TCP/IP network.

CONSOLE

Free space required: 80 MB
 OS supported: Windows 2000, XP, Vista, Windows 7 beta or 2003/2008 Server.
 Pre-requisites: Internet Explorer 6 or later. TCP/IP network, Flash player 10 or later.

CLIENT

Free space required: 10 MB
 OS supported: Windows 98, ME, NT, 2000, XP, Vista, Windows 7 beta or 2003/2008 Server.
 Supported Linux Distribution: SuSE 9, Fedora Core 6, Redhat 9 or Enterprise.
 Pre-requisites: TCP/IP network.



info@netsupportsoftware.com
 sales@netsupportsoftware.com

www.netsupportsoftware.com

Authorised Partner:

