

NetSupport Inform 9

NetSupport Inform is the latest generation in training and instruction software. Based on the market leading education solution NetSupport School, Inform delivers a powerful and mature solution with a new focus on the corporate training centre.

Inform provides all of the key functionality needed in a busy training centre from a single instructors console and in an intuitive and logical manner. NetSupport Inform replaces the need for Overhead Projectors, Whiteboards and other presentation tools and provides a truly two-way solution.

With a 15 year technology pedigree and a global install base exceeding 6,000,000 systems, NetSupport are able to deliver a new yet proven solution all in one.

With NetSupport Inform, instructors and trainers can improve the efficiency of instruction by centrally managing delegates on their computers, tracking delegate activity by monitoring application and web usage, improve responsiveness through the use of real-time chat requests, and save time by quickly polling delegates with an instant survey and showing results.

Trainers can also record all screen, keyboard and mouse activity on a delegate workstation to review later or to replay to other attendees in the class. With training budgets under increasing pressure, NetSupport Inform enables Corporate training centre's and training institutions to maximise the return from the IT infrastructure already in place.

Available fully localised in English, German, French, Spanish and Italian, NetSupport Inform is the proven solution for Computer Based Training.

NS INFORM FEATURES:

Auto Power On / Off centre computers

Conduct Instant Surveys to gauge delegate understanding

Request attendee details and create an attendance record for the session

Monitor / Restrict Application Usage

Monitor / Restrict Web Activity

Hand out and Collect files across the class in a single action

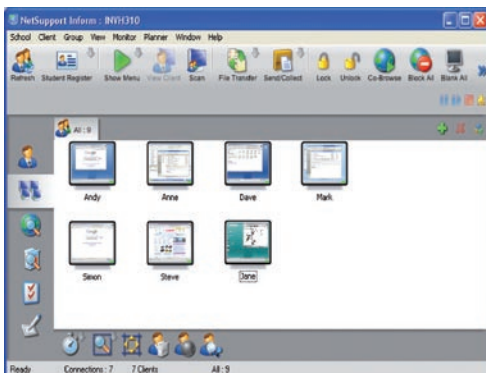
Transmit the Instructors Screen

Transmit a Video to the class

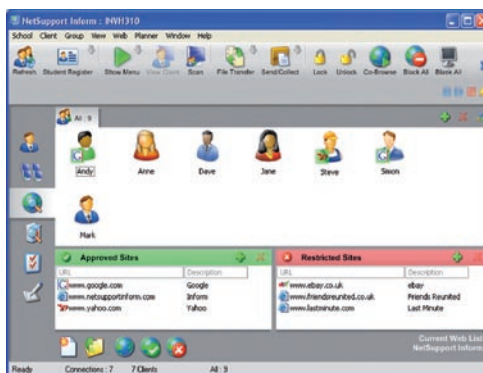
Automatically create a recording of your presentation on each computer

Co-browse the Internet

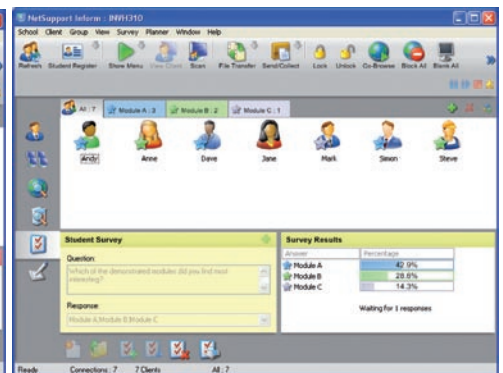
Collaborate utilising a fully featured virtual Whiteboard



Thumbnail View: Monitor your Delegates screens.



Internet Control Module: Control and Monitor Internet usage.



Instant Survey: Create surveys and view the results.

Train

Use the Show feature to display your screen to individual or selected Delegates within the classroom. Enhanced Show Video feature and screen annotation capability provides the basis for full interactive training.

Monitor

Display up to 16 Delegate workstations simultaneously or cycle through any number of workstations using the advanced SCAN feature. Also, using the Monitor Mode feature, display a Thumbnail view of all your Delegate workstations.

Identify active and background URLs on Delegate machines whilst using the Drag and Drop feature to add specified URLs to either an "Approved" or "Restricted" list.

Support

Use the full remote control and request help functionality to provide instant one-one Delegate support. Combine File Transfer, File Distribution & Power Management to offer a complete classroom management solution. The new Application & Web Management suites ensure the quality of Delegate attention is improved whilst enhancing the effectiveness of IT resources.

STUDENT REGISTER

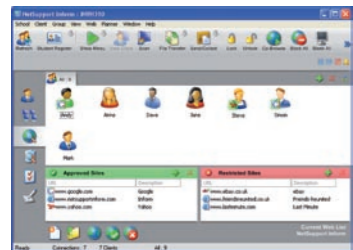
Replacing the "GetName" feature, Student Register allows the capturing of additional Delegate information. Having completed the "Class Details", including Teachers Name, Lesson Title and Room Number; the Tutor can select further information, which the attending Delegates must provide. This can include details such as First Name, Surname, Class Name and or Delegate ID. Two further optional customised fields are available also.



WEB CONTROL MODULE

Identify active and background URL's running on Delegate PCs. Drag & drop URLs into "Approved" or "Restricted" lists or choose "Thumbnail" view for the selection of websites using icons rather than actual URLs. Direct Delegates to a local webpage displaying "locked" information if attempting to open a restricted URL.

The Tutor can also open specified webpages on all Delegate workstations. A record is also kept of all Delegate internet activity for the duration of the lesson. Within v8, a further "Block All Internet Access" option has been added whereby a Tutor can quickly disable all access in a single action from within any area of NetSupport Inform.



APPLICATION CONTROL MODULE

Control and restrict the application usage of your Delegates. Identify both active and minimised applications, displaying the actual application icon next to each Delegate name. Drag and Drop applications into either an "Approved" or "Restricted" list. To ensure maximum Delegate attention, a specified application can be opened on all or selected Delegate PCs. A record of software / application usage is kept for the duration of the lesson.

The Tutor is also able to set specific application usage restrictions on a per Delegate basis together with the standard overall class restrictions.

SHOW VIDEO

By selecting Show Video, the Tutor is able to display a video to any selected Delegate workstations. The background of the Delegate screen is blanked and locked to ensure maximum attention and focus.

LESSON TIMER

Countdown the class session with the lesson timer combined with all new custom alerts feature, e.g. 10 minutes until end of the lesson, save your work now". The countdown timer changes colour from Green to Amber to Red as the end of the lesson approaches.



LAUNCH APPLICATIONS

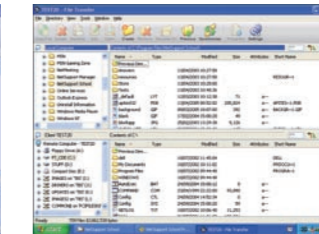
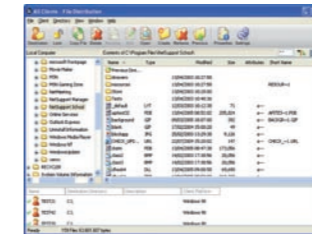
Using a simple instruction, launch applications on the Delegate workstations directly from within the NetSupport Control Program.

FILE DISTRIBUTION

Distribute files and data from the tutor PC to multiple delegate workstations simultaneously with a minimum of keystrokes and effort.

FILE TRANSFER

Transfer and manipulate files between workstations using advanced "Drag and Drop" technology.



RECORD AND REPLAY

Record all screen, keyboard and mouse activity taking place within a remote control session on a Delegate workstation including audio support enabling the Tutor to record examples which can be later replayed to the class. These example replay files can also be selected by the Delegate without intervention from the Tutor.

GROUP CHAT

Open a discussion box that all, or selected delegates can enter their comments in and that can be viewed by the rest of the class: Ideal for conducting class forums. During this Chat session, an interactive whiteboard is available to improve understanding.

MULTI-SCAN

With the multiple scan function, you can cycle through all connected Delegates, displaying up to 16 Delegate PCs simultaneously at pre-determined timed intervals.

POWER MANAGEMENT

If your workstation hardware and software supports it, you can use NetSupport to Power up /down the Delegate workstations over the LAN.

BLANK STUDENT SCREENS

If you want to make sure that the delegates are looking at you and not at their monitors, simply use the attention button to blank their screens. You can also lock their keyboards and mouse at the same time.

ANNOTATE

While in Show, View or Exhibit mode, the Tutor is able to annotate the display with a range of highlighting tools enhancing presentation and understanding.

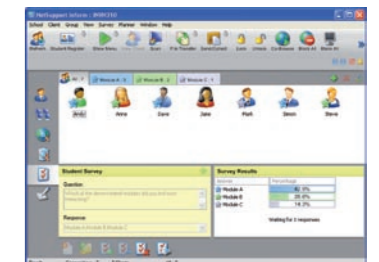
LESSON PLANS

Provides the ability to create fully automated pre-defined lesson plans. Simply select the required elements from a pick list and drag onto the planner, specifying duration for each item. When running, a progress bar within the main Tutor console will advise the Tutor on the current activity and the time remaining for that specific element.



INSTANT SURVEYS

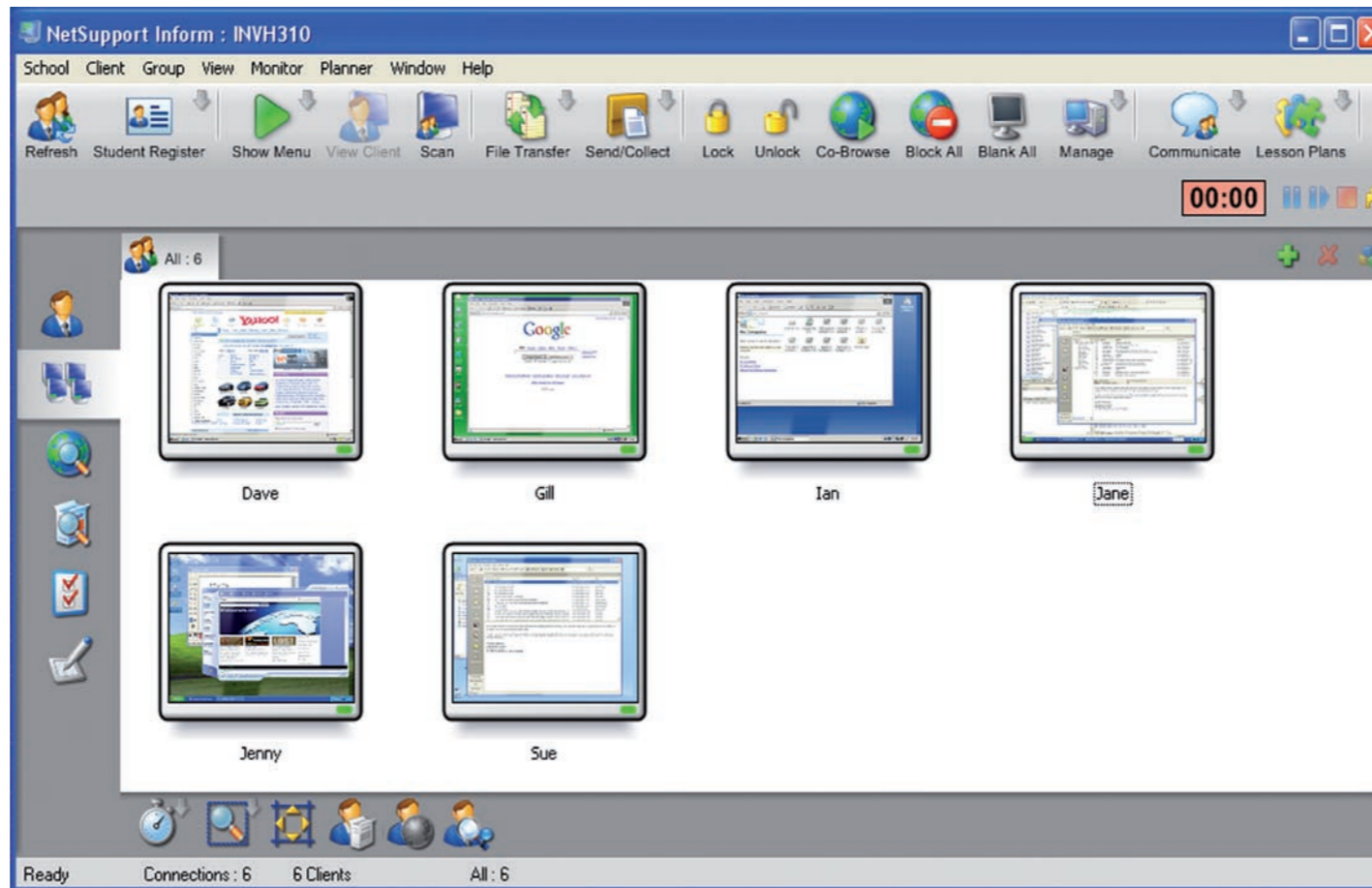
Find out whether your Delegates have understood the Class, by conducting an instant survey with the results to a customised question being displayed in real-time on the Tutor screen. The survey is automatically sent to all connected Delegates or selected individuals and allows for preset questions to be stored for later use. Delegates can then be grouped by survey results.



CO-BROWSE

New to version 8.5 is a full internet Co-Browse feature. This allows a teacher to open selected websites and synchronise this with the browser on each Delegate PC. As a teacher navigates across a website the Delegate PCs will follow, even scrolling down on a specific page in sequence with the Tutor.

Once the Tutor has opened the desired pages these can be left available to the Delegates as information Tabs, and they can be left to review the content without access to any additional websites.



Easy Installation and Configuration
Implement in minutes with the user friendly installation program



GROUP LEADER

Recognising that Delegates work at different speeds, NetSupport Inform encourages group work where a nominated Delegate can be assigned Tutor rights and act as a Group Leader until such privileges are revoked.

COMPUTER BASED TRAINING

Use NetSupport Inform to set up the ideal Computer based Training Room without the need to install video splitters or other expensive hardware. Use the Show function to demonstrate software packages or any computer based training aid. Then sit back and watch while they work through exercises on their own workstations.

GROUP WORK

For greater flexibility when dealing with multiple Delegates, the Tutor can create defined groups of Delegates enabling tasks to be performed in a single action. The Tutor can also nominate selected Delegates to act as Group Leaders, making instructional tools such as Show and Chat available to them.

ONE ON ONE TRAINING

Work with individual delegates interactively without disturbing the rest of the class or leaving your desk.

Applications

EXAMINATIONS

NetSupport Inform includes the Send Out / Collect In feature which allows the Tutor to prepare and distribute computer based training materials in advance of the class. Once the lesson is over, collect in the work automatically for later review and marking.

MONITORING

Keep a watchful eye on what the Delegates are using their PCs for and be in instant control if they are not keeping to the curriculum. Cycle through each delegate PC, one at a time or simultaneously, displaying their screen at the Tutor's PC.

SYSTEM REQUIREMENTS

IBM compatible 486 or higher with 4Mb RAM, 25Mb free disk space
NetSupport Inform runs on :
Win 95/8, Win NT, Win ME, Win2000, and Win XP.
IPX/SPX, NetBEUI and TCP/IP.

COMPONENTS SUPPLIED:

The 'Tutor' is the PC that views/takes over a PC.
The 'Delegate' is the PC that is viewed or taken over.
Synchronised Multimedia Player for WAV, MOV, AVI, MPG, etc. files



NetSupport DNA

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.

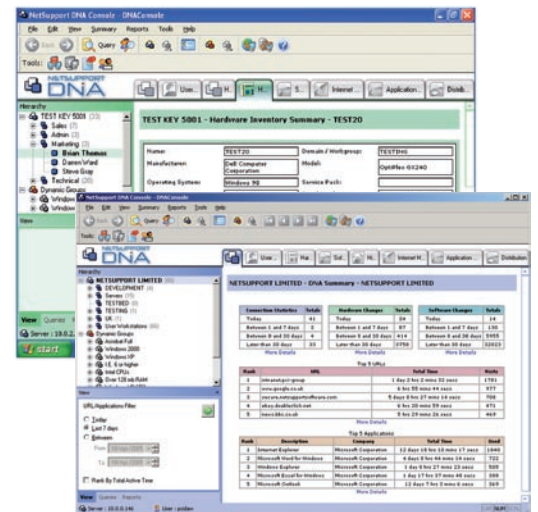
IT assets account for the largest proportion of the overall IT spend, therefore, ensuring they are properly managed and maintained becomes one of the highest priority corporate goals for any organisation where TCO (Total Cost of Ownership) is high on the agenda.

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.



HARDWARE INVENTORY	SOFTWARE DISTRIBUTION
SOFTWARE INVENTORY	ENTERPRISE REPORTING
APPLICATION METERING	WEB BASED HELPDESK*
INTERNET METERING	REMOTE CONTROL*
LICENCE MANAGEMENT	* Optional Components



NetSupport Protect

NetSupport Protect is the number one choice for technology coordinators and IT administrators to protect Windows® operating systems and desktops from unwanted or malicious changes.

NetSupport Protect provides a secure, reliable and productive computer environment ideal for shared use systems and the classroom. With its extensive list of security features and intuitive format, administrators can use NetSupport Protect to guarantee that users are getting the most beneficial use of their computer learning experience.

NetSupport Protect prevents users from deleting critical files and applications, making unauthorised changes to the desktop, saving unwanted programs and corrupting the operating system. With NetSupport Protect, you can feel confident that unauthorised changes to a system, whether accidental or malicious, won't become an issue or impact on the productivity of your computer systems.

NetSupport Protect provides a proactive, rather than reactive solution to the challenges faced. The philosophy of the product is to prevent changes to the desktop environment and avoid the need to rely on "repair" based solutions that are more costly and have a greater maintenance overhead.

Using NetSupport Protect, IT staff can create a secure desktop environment where system configuration and access from external sources are protected, where users can use available applications but are shielded from system resources and the temptation of investigating the workings of the desktop.

Available fully localised in English, German, French, Spanish and Italian, NetSupport Protect is the perfect solution for protecting your technology investment.

PROTECT FILES AND FOLDERS	LOCK SPECIFIED APPLICATIONS
PREVENT DELETE AND RENAME	CONTROL NETWORK ACCESS
HIDE FILES AND FOLDERS	PREVENT FILE CREATION BY TYPE
RESTRICT CHANGES TO THE DESKTOP	CONTROL INTERNET DOWNLOADS
LOCK CONTROL PANELS AND TOOLS	PROTECT THE OS AND SYSTEM SETTINGS

