



Leigh Academies Trust Samantha Callaghan, Head of IT Operations

How did you discover NetSupport ServiceDesk?

I was first introduced to NetSupport when looking for a solution for our helpdesk system. We needed one that was cost effective but that also met our requirements – that’s when we discovered NetSupport ServiceDesk!

How do you use NetSupport ServiceDesk in your trust?

We use NetSupport solutions across all 31 schools within our trust. Out of the three NetSupport solutions we have, NetSupport ServiceDesk is used the most because everyone uses it to log all their issues. It allows me to see what the support team are up to and how they are assisting each of the schools. It’s our first port of call, in addition to being my most important asset in my role as Head of IT Operations.

What features have you been most impressed with?

NetSupport ServiceDesk is user friendly and easy to use – and very time efficient, as it can be used by IT staff on their mobile phones. We are also fans of how the product can be configured to exactly how we want to use it, this being using the solution to deal with all of our departments. It is bespoke to us now that we’ve configured it – and, even better, we are always adding and configuring it further!

Being a one-off initial cost for the licence, followed by only yearly maintenance, is another aspect we like.

What is your experience with our support team?

Over the years, we have purchased a lot of software and when it comes to support, you tend to get abandoned and it can be really hard to get assistance quickly. We have never had this issue with NetSupport – they have always come back to us quickly and the support element never feels like it is running out. This is absolutely key because we’re changing all the time.

It’s also fantastic in the fact that all we have to do is contact, for example, Peter in Support, and just say what we need doing – Peter has been with us from the start!

“ It’s user friendly and easy to use ”