

AAT reduces IT support time with NetOp

Accounting body adds up time saving with NetOp Remote Control



"You can get right to the heart of the problem by logging into their system in minute. Inevitably, this produces a higher level of quality and support and turns a 5 minute job into a 2 minute job."

aat



NetOp® Remote Control

Challenge

- IT team struggling to cope with growing workforce
- Increasingly sophisticated technical environment needing support
- Change in IT strategy further increasing the IT team's heavy workload
- IT support needed in additional second site increasing travel time and costs

Solution

- Selected NetOp Remote Control for remote management of computers and networked devices, as well as proactive maintenance of software and hardware
- Intuitive interface and variable settings meant it was moulded to AAT business processes
- Deployed NetOp solution on all 100 machines and started using it immediately
- Runs invisibly on all users' desktops so that the IT team can access each PC when needed

Established in 1980 to provide a recognised professional qualification and membership body for accounting technicians, The Association of Accounting Technicians AAT has a worldwide presence, with more than 100,000 members.

As a not-for-profit organisation, it is the only membership body that is accredited to offer NVQs/SVQs in Accounting at Levels 2, 3 and 4, with AAT qualifications being recognised as the industry standard for accounting technicians.

The AAT is committed to improving the levels of competence and professional development in accounting and related areas, and is dedicated to offering extensive support to all members & their employers. This is achieved through a continued professional development (CPD) scheme, professional regulations, ethical guidelines and more.

The organisation is sponsored and supported by four of the main UK chartered accountancy bodies; which creates the opportunity for members to move into chartered accounting.

Over 6,000 people qualify with AAT every year, and employers from Rolls Royce to the NHS acknowledge the benefits of employing AAT-qualified accounting staff.

Challenge

As the organisation began to expand, it was clear that IT team was struggling to answer the rising number of users and the increasingly sophisticated technical environment they demanded. For consistency in the growing organisation a new IT strategy was introduced which required the renaming of each PC and involved a vast amount of data re-inputting.

Solution

As Novell users, AAT reviewed Novell Zenworks, but was deemed unsuitable as it performed far too slowly. As the AAT continued to review the market, David Smith, Systems Support Manager for AAT was invited to a NetOp seminar, and watched a live demonstration of NetOp Remote Control. Liking what he saw, he quickly organised an on-site demonstration to see it work in his environment. It was faster, and impressed him so much that he made the decision to use the solution.

NetOp Remote Control provides a complete package for remote management of computers and networked devices, as well as proactive maintenance of software and hardware inventory. Based on an incredibly stable, fast and user-friendly remote control system, the solution provides unrivalled flexibility, supporting all commonly used operating systems and communication protocols. NetOp Remote Control's intuitive interface and variable settings meant that the solution could literally be moulded to support its business processes.

Benefit

- Reduces support time
- Reduces need to travel between buildings and users
- Produces a higher level of quality and support and supports the company's growth
- Enabled IT helpdesk to become more than purely a reactive support function

"A NetOp technical engineer analysed our site and, after showing us how NetOp Remote Control could really help us, he provided us with some on-site training; the whole process took no longer than a few days" said David Smith.

The AAT were then able to automatically deploy the NetOp solution to all of the 100 machines on its system, and started using the remote desktop function immediately. The NetOp 'guest' application runs invisibly on all users' desktops, so that the helpdesk team can access each PC as and when they need to.

Results

The key benefits to AAT have been the ease of use, and the speed it now takes the IT team to fix a problem. "We've had no problem logging on, and can provide support in real time, there's no delay. It helps us educate our group, as not only are we fixing things, but we're also showing them how as they are watching it on their screens. We're hoping to evaluate this, and see what percentage of calls we've reduced by doing this;" said David Smith.

"The benefit of being able to access a member of staffs PC in seconds is invaluable. It allows for quick and efficient fixes for minor software based problems; with the benefit of not having to travel to the physical PC/User. Therefore it saves me the time taken to travel to the User but gets the job done to the same standard; also allowing me to continue with the work I had been doing in my own working environment, before the call, without too much of a distraction. This was more beneficial in the past as AAT previously comprised of two separate offices and NetOp enabled us instant access to both of these, removing the time issue" said Sean Michael De-Sena Jones, PC Support Analyst at AAT.

The AAT is introducing Service Level Agreements to cover how quickly issues should be responded to and the NetOp solution is helping the organisation achieve these targets, and also identify areas where training is needed.

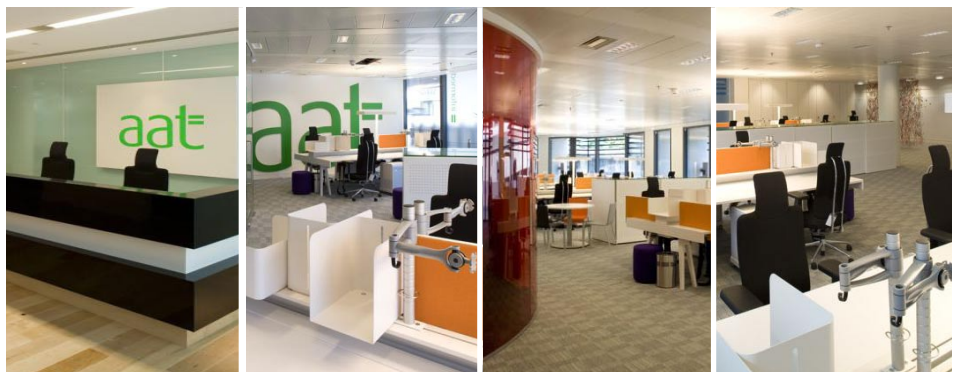
Summary

AAT is currently using NetOp Remote Control for the internal IT helpdesk group, but plans to extend this into part of the organisation's knowledge base. The group will create an environment where users can track their own system, and pick up and even resolve faults themselves, resulting in more control and ownership of their own machines.

David Smith went on to say; "We'd like to record keystrokes and wav files, so that our IT users can try and fix smaller issues themselves. At the moment we don't have anything other than text based tutorials, but we could have live files and even add in a training function like NetOp Instruct. The potential of how we use the NetOp products in all aspects of our business is expanding all the time."



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