



Success Story

Computer Systems
Remote Support

Northamptonshire Based Broadway Computers Switches to NTRsupport



About Broadway Computers

The company's typical customer wants them to take care of all their IT needs. Customers have varying levels of IT knowledge and rely on them to advise and support them in their IT ventures.

Often a quick response is required to enable them to run their company without losing any staff time or sales.

The Company

- Broadway is a total solution provider offering IT services.
- Market: SME Market
- Number of employees: 14
- NTR customer since 2006

Broadway Computers changed their remote access tool to gain the increased functionality provided by NTRsupport. After using a remote support/control tool for 6 months Broadway understood the benefits of it but felt that there might be a more effective tool on the market.

The Challenge

Broadway provides a total solution and pride themselves on the customer service levels that their customers receive once their systems have been implemented.

As their customer base has grown the demands on engineers and software support staff have increased; site visits waste staff time through traveling from one place to another. The response time that can be achieved is also affected by the growth of our business.

A reliable, cost effective remote access solution seemed like the best way forward.

At first they used their current Remote Support Solution to provide them with the remote access facility that was required. It was sometimes found to be unreliable and some of the functions were "awkward" to use.

Much of Broadway's work involves transferring files between themselves and their clients. Using their product this process was not as easy as they wanted it to be.

The remote sessions also required the attendance of the customer at their PC, which was not always experienced as practical.

“At Broadway Computers we now view NTRsupport as an integral part of our business. It is hard to remember life before we had this system in place. NTRsupport enables us to provide a more efficient, cost effective service to our customers. “

Emma Cardy
Support Manager
Broadway Computers

The Result

After being shown an online demo of NTRsupport the company decided to embark upon a 14 day trial. The benefits of the new system were immediately obvious; within hours of starting the trial they needed to receive a large data file from a customer. Normally Broadway would have asked their customer to put the data onto a CD and post it to them. They decided to try the file transfer out in NTRsupport. To their great delight the file transfer was very painless and only took a few minutes. Afterwards they were able to investigate the customer data and provide them with an answer within 30 minutes.

The next challenge for NTRsupport was running more than one support session at a time. It is often the case that Broadway needs to make alterations on the server and the client PC. In the past this had been very time consuming as they used to have to run a session on the server, then on the PC, then back to the server etc.

With the ability to connect to the server and the PC at the same time they could alter and test the relevant settings very quickly and without constantly disrupting the customer by asking them to enter a session number in each time a connection was needed to another PC or Mac.

The final challenge for NTRsupport was testing the installable remote control feature. When settings on the server or PC have been changed a reboot of the system can be required. With their then used support solution this was not possible; the session ended once the computer was turned off and the customer was required to start a new session to contact the operator again. This required the customers input and their time was wasted.

Broadway was able to allow the client to go home on the understanding that everything would be fixed when they arrived for work in the morning.

Benefits

- Ease of use
- Stability and Speed
- Several support sessions at the same time
- Competitive pricing
- Installable Remote Control and File Transfer Features

Success story approved by Broadway Computers
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