NTR support
inquiero remote solution

Success Story

Recruitment Software
Sales and Support

First Choice Software implements NTRsupport to dramatically increase customer satisfaction and reduce costs.

The First Choice
RDB
Recruitment Software

First Choice Software use NTRsupport as a remote access tool to great effect in all areas of business.

The Company

- First Choice Software Ltd is a
  leading provider of integrated Front
  Office and Web based IT Solutions
  and Support to the Recruitment
  Sector.
- Market: Recruitment and HR Sector
- Number of employees: 22
- NTR customer since 2004

About First Choice Software

First Choice Software Ltd is a leading UK provider of IT Solutions and Support to the Recruitment Sector. First Choice Software Ltd provide an integrated series of products for Front Office and Web based Recruitment which can be run over a variety of platforms, including Terminal Services and Citrix.

First Choice Software provides a range of Consultancy Services which have been specifically developed to enable new and existing users to gain maximum benefit from their investment in RDB Recruitment Software.

The Challenge

NTRsupport was initially bought in as a remote support tool to aid in trouble shooting more serious support issues. It has very quickly developed into not only one of our most important business tools for support but also one of the few packages that every person in our organization uses.

The Result

"First Choice Software now see NTRsupport as a critical business tool that is heavily integrated into our day to day business.
It is used by every person in our organization from Sales to Developers to Support which reflects just how flexible it is. "

Stuart Thomas
Client Services Manager
First Choice Software Ltd

From Sales Demonstrations to multiple clients in multiple locations, to handling remote installations and primarily in the delivery of a high quality support service it is very much a part of our daily working lives.

The cost savings in being able to remotely access, control or demonstrate potential clients and users software alone have made a huge difference to the structure of the business and the speed of service delivery.

Adding to this the ability to quickly implement and report on Support related surveys has given us valuable statistics for monitoring our performance.

NTRsupport is now integrated into our online presence for Supported Clients becoming recognised to our end users as very much a part of First Choice Software.

Benefits

- Ease of Use
- Optional Service Delivery
  (ASP or Server Installation)
- Stability
- MS SQL Server Platform provides
  opportunities for integration

- Highly Configurable Interface and
  Set Up
- Multiple Modes of Use
  (Control, Share, Show)
- Excellent Product Support
- Competitive Pricing

To learn more about NTR global and our on-demand remote support solution NTRsupport, visit www.ntrsupport.com, send us an e-mail or call.