



## ↳ Background

Capital H Group is a rapidly growing human capital consulting group with offices in Chicago, Boston, New York, Detroit, Milwaukee, Houston and Los Angeles and nearly 200 professionals recruited from major firms in the field. Capital H Group focuses on helping companies create value – through people – for better business results.

## ↳ The Challenge

“Our goal was to find a tool to centrally manage all support calls and to be able to create a knowledge base of solutions and frequently asked questions. Being in the consulting industry we were also faced with the challenge of providing effective support remotely to employees in other cities as well as through VPN at client sites and from home.”

## ↳ Situation

“For our Help Desk support tool project, we reviewed a few products, including Ilient, Kaseya, FrontRange and 24x7. We chose NetSupport because of a few factors: the customer service we received throughout the process, knowledge of the demo team, ease of use of the product, ease of implementation, and costs.

We have implemented NetSupport on 180 computers and servers throughout our offices in Chicago, Houston, New York, Boston, Detroit, and Milwaukee.”

For more details and to download free 30 day software trials go to

[www.netsupport-inc.com](http://www.netsupport-inc.com)

## ↳ NetSupport Solution

"The NetSupport tools have met our initial demands of the product very quickly and easily. Our employees have found the tool to be very user friendly which increases their use of the tool. The NetSupport Control tools have increased the satisfaction of our customer service because of its ease of use and our ability to connect remotely to laptops to help resolve any support issues our employees are experiencing.

Our goal is to obtain future training to gain more knowledge of NetSupport's capabilities so that we can implement more tools to increase our IT team's productivity."

## ↳ Testimony

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