



↳ Background

Phoenix Data Processing has been an industry leader in the direct marketing industry for over twenty-eight years. Our services include address hygiene, move updating, merge purge, postal discount processing, list fulfillment and enhancement and database maintenance. We offer our clients the ability to track their project from beginning to end utilizing our exclusive online reporting systems. We also compile our own proprietary databases called NuMovers iD, containing demographic information on new movers and new homeowners, and Farm Market iD, our nationwide agricultural database.

<http://www.phoenixdataprocessing.com>
<http://www.numoversid.com>
<http://www.farmmarketid.com>

↳ The Challenge

1. To be able to control servers from a remote location.
2. To be able to monitor servers from the office without entering the server room.
3. To have employees that have moved out of state continue working with the company.
4. To be able to support the sales staff remotely when they have laptop issues.

↳ The Solution

The solution to all of problems was resolved with the installation of NetSupport Manager. The server room is more physically secure now as many tasks can be accomplished without the need to enter the room.

The remote support of the servers has meant less down time since the servers can be fully controlled from home. This has also reduced the travel time or eliminated it completely when dealing with server issues.

Our out of state employees are able to completely perform their duties as if they were physically present here. As far as the sales staff is concerned, they seldom need help but when they do they have been able to get it immediately since we can log into their laptops and determine problems and install software for them remotely.

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

www.netsupport-inc.com