

Cromwell Community College

NetSupport DNA Case Study With Matt Courtman - IT Operations Manager



Could you please give us some background on your school?

I've been at Cromwell Community College for 18 years, which is the only all-through school located in Cambridgeshire. Students join us in Reception and leave post-16.

How many devices do you have NetSupport DNA installed on?

We have 600 NetSupport DNA licences all together here at Cromwell Community College.

How frequently does your school use NetSupport DNA?

We try to use NetSupport DNA on a daily basis. My technician and I go through the logs and look through anything that has been flagged – any child protection issues we will raise with the relevant teams.

We also use NetSupport DNA, from a technical point of view, as an easy way to log in a few hundred PCs or devices at once or to set an application running.

What made NetSupport DNA stand out compared to other solutions?

We came away from a software called Securus, which we previously used for the same purposes. NetSupport DNA offers more than that system, while also offering the additional safeguarding features.

Another school, Sir Harry Smith, had a technician that recommended NetSupport DNA. When we compared the costs and features within Securus versus that of NetSupport DNA, we made the switch.

Which features within NetSupport DNA are used the most?

These are definitely the safeguarding functionalities and how we can remote onto somebody's laptop to offer remote support. Cromwell is such a big site now and NetSupport DNA allows us to save time by not having to physically leave the office.

What challenges has NetSupport DNA helped the school to overcome?

Going through the captured information is far easier than before, and we are therefore being made aware of more issues that previously would have been missed. NetSupport DNA has also been able to identify some larger concerns within the school, not just those false alerts, and concerns of self-harm have been reported instantly and dealt with – which we're very pleased about.

The application monitoring is very useful – being able to see how long people spend on one particular website or application. This is interesting to take to other staff members and share the statistics.

What do other staff members think about NetSupport DNA?

It is only really the safeguarding team, myself and my technician who have seen and used the solution – most are quite oblivious to it, which, to be honest, is what I'd like in a program. Those who have seen it think it is brilliant!

Would you recommend NetSupport DNA to other schools?

Definitely. Of course, it depends on what their needs are, but I would have no hesitation in showing others what we use it for and what we get out of it. Like I've mentioned previously, we use it daily, and I'm sure other schools would find it very interesting and helpful.

How would you sum up NetSupport DNA in three words?

Useful – an application must be useful. Intuitive – I don't find it very difficult to do what we need to do. Enhancing – it improves how we can offer support and safeguarding.

Which features within NetSupport DNA have impressed you the most?

Being able to look at someone's screen, see error messages and what they're doing, and seeing how we can better support people, are my favourite things.

If you ask the school as a whole, the safeguarding – that is what sold NetSupport DNA to the school.



“

...I would have **no hesitation in showing others** what we use it for and what we get out of it. Like I've mentioned previously, we **use it daily**, and I'm sure other schools would find it very interesting and helpful.

”