NetSupport Add Mobile Device Support To Ticket Management Solution

Submitted by: NetSupport

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Software developer NetSupport Limited today announced the latest service update to its ITIL compliant web-based Ticket Management system NetSupport DNA Helpdesk (version 2.8).

Available as either a stand-alone solution or as part of NetSupport's Asset Management Suite, NetSupport DNA, version 2.8 extends the product's ability to effortlessly track, organise, manage and answer the toughest desktop support challenges by now including support for mobile devices.

NetSupport's Head of Customer Support, Andy Gibbons commented: "NetSupport have always prided themselves on the level of multi-platform support our products provide and with more and more service engineers working out in the field it was a logical and necessary step to incorporate mobile device support into DNA Helpdesk. Mobile trouble-shooters will now be in a position to receive and manage tickets on the move without the distraction of having to call into base which can only be good for meeting customer service levels and minimising system downtime."

For more information and to download a fully functioning evaluation copy visit www.netsupportdna.com (http://www.netsupportdna/helpdesk.asp)

About NetSupport
Headquartered in the UK and USA, 2009 sees NetSupport celebrating it's 20th year as a leading supplier of Desktop Management software.

Specialising in the development and promotion of commercial software packages to manage and support Local and Wide Area Computer Networks, its flagship products are the highly successful NetSupport Manager Remote Control and PC Management application, NetSupport DNA, offering advanced Enterprise Asset Management, NetSupport School, the leading interactive classroom and training software solution and NetSupport Protect, advanced desktop protection and endpoint security.

NetSupport and its derivatives are sold worldwide and enjoy market-leading status in many countries, with a worldwide install base exceeding 7 million desktops. NetSupport is recognised as one of the fastest growing technology companies in The EU, consistently included within the Deloitte & Touche Fast 50 Awards (6 years running) and was recently voted the #1 UK Technology Exporter (European Technology Forum).

NetSupport are a member of BESA and were named ICT Exporter Of The Year at the 2009 BETT Awards.

For more information about NetSupport, visit www.netsupportsoftware.com (http://www.netsupportsoftware.com).
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