



## Case Study: Espresso Education

# Espresso Education caters for schools with Netviewer

Espresso Education is the largest educational broadband provider in the UK, providing online content to over 8,000 schools – 45% of the total number of UK primary and infant schools. Teachers are able to have access to topical resources and adopt different teaching styles while pupils develop ICT skills in an engaging and challenging way. Espresso Education embedded Netviewer's Web collaboration solution into their intranet and support infrastructure in order to deliver first class support to each and every school using Espresso's broadband across the UK.

### Remote support across the UK

At the backend of Espresso, a support team of six members offers first level IT support to schools throughout the UK using Espresso Education. During the summer break of 2006, the way in which schools were supported came under review and Technical Support Analyst Shahid Rahman was asked to identify a number of software tools suitable for providing remote support to users in schools across the UK. Shahid reviewed a number of web collaboration providers. Within a short period of time, it became clear that Netviewer stood out from the other vendors as it allows users to customise the tool to meet specific needs.

### Responsive customer support with Netviewer

Working in a support environment himself, it was crucial for Shahid that the company's customer service is based locally. "Having spoken with Netviewer on many occasions, the support I received was second to none. Being in a support environment, you understand how crucial it is to get hold of someone who is responsive and capable", he points out.

**espresso**<sup>™</sup>  
education

Espresso education is one of the leading digital curriculum services in the UK. It provides an extensive library of high quality, video rich broadband teaching resources and student activities that motivates pupils and supports teachers at more than 8,000 schools throughout the country. All content is created and developed in-house and updated on a weekly basis.

  
**netviewer**

A number of key factors led Shahid to choose Netviewer over other packages in the market. "The user interface is brilliant as we have all the tools we need in one place and it's very easy to navigate around. Once we customised the features to our needs, we had easy access to functions such as file transfer and white boarding."

To make things as uncomplicated as possible, the service was integrated directly into Espresso's intranet: "Netviewer was easily embedded within our intranet and our support infrastructure, so schools can access the tool very easily. This means in a support scenario we can direct users to the support site on the intranet, rather than directing them to an e-mail to run the Netviewer session every single time."

### **Saving time**

Amongst the features, Espresso makes much use of the file transfer option. "We can drop a file onto the user's desktop or go through the procedure together with them. We are saving so much time taking over the operations and showing users exactly how something should be done. Previously it would take us endless phone calls to sort out a support issue and apply a simple procedure to solve the issue."

The main objective in making use of a tool like Netviewer was to cut down on sending engineers across the UK replace faulty hardware which may not need replacing. "Our support team who look after replacements noted far less replacements recently, as we can identify the causes of users' issues at an earlier stage."

### **An inherent part of the support structure**

"Using Netviewer has already made a very positive impact. We are looking at obtaining extra licenses next year to make more use of the tool while looking at making it an inherent part of our support structure in supporting schools."

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**SHAHID RAHMAN**  
TECHNICAL SUPPORT ANALYST

### **The advantages at a glance**

- rapid and straightforward access to remote computers
- no time-consuming installation or software configuration
- no cost for licenses at clients' side
- no installation required
- saves time and travel expenses
- easy, intuitive use
- 128-bit encryption guarantees highest safety

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