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- Sam Reynolds,  
Postec

#### **Background:**

Postec, Inc is a leading provider of point of sale systems for hospitality and retail environments in the United States. The company offers a wide range of hardware and software selections. As an authorized dealer for multiple manufacturers of POS products and Microsoft Certified Partner, Postec determines the appropriate mix of terminals, peripherals and software to develop the POS system that best fits each environment.

#### **IT Challenge:**

As one of the United States leading providers of point of sale (POS) systems and services, Postec maintains hundreds of independent restaurants, hotels, resorts, grocery and retail establishments under support contracts. By their very nature, POS systems contain sensitive financial and credit card data and Postec needed a way to remotely access their support contract customers through the Internet without compromising security or having to modify router or firewall configurations.

#### **Situation:**

PCI/DSS, CISP, Sarbanes/Oxley and other security concerns have required all 3<sup>rd</sup> party support organizations to rethink the way in which they provide Internet enabled remote support to their customers. After evaluating many remote support solutions, Postec chose NetSupport Manager 9.5 as a key part of its software support strategy. All systems under support contract now connect to Postec through the NSM HTTP Gateway and are instantly available to support technicians without the need for router/firewall configuration.

**NetSupport Solution:**

“By deploying the NSM Gateway, Postec continues to lead the industry in its proactive approach to support. NetSupport Manager in conjunction with Vigilix monitoring allows Postec support technicians to respond to emerging technical issues before they create disruption to the customer’s business processes. The “instant on” aspect of the NSM gateway is crucial to the success of this type of pre-emptive service. Other products that offered the necessary security also required client initiated sessions that were impractical for supported systems which are often unattended at odd hours.”

**Benefits:**

As part of software support agreements offered to its contract customers, use of the NSM Gateway has reduced the time necessary to deploy Internet based remote support significantly. With no router port forwarding or “pinholes” to configure NSM Gateway has saved time and increased security. Additionally, the sharing of profile or configuration files has been eliminated saving much time and confusion. Standard NSM 9.5 features such as inventory, multi-platform support and multi-control sessions have increased the efficiency of support operations. Postec also uses NetSupport 24/7 to provide support to desktop users that do not have an NSM client and as a backup to the NSM gateway.