



NetSupport



The Student Loan Consolidation Center (SLCC) has helped over 75,000 students and parent borrowers manage over \$2.5 billion in education loan debt through the Federal Consolidation Loan Program. SLCC delivers intelligent financing solutions and world class customer service in conjunction with their industry leading partners including Affiliated Computer Services, Inc (ACS), Nelnet Servicing, and Great Lakes Higher Education. These servicers bring over 30 years experience in Federal Education Loan Programs and currently service more than 10 million customers with over \$100 billion in student loans. SLCC has over 300 employees located in two different locations. SLCC is a true Windows 2000 work place that houses over 30 Windows 2000 and 2003 servers.

The Student Loan Consolidation Center's IT department has 20 staff members supporting 320 employees and computers, respectively. The IT staff supports two office locations, the company headquarters in California and one office located in Virginia.

The SLCC's IT department needed a remote PC management solution that would help them support users as well as servers. Training functionality was important in addition to help desk support and remote install. They selected NetSupport Manager.

SLCC uses NSM in the IT department to resolve desktop issues. NetSupport Manager helps them more quickly resolve help desk calls, install applications remotely, find out who is using the machine, etc. SLCC also uses NSM to remotely control their servers in different locations. SLCC uses NetSupport Manager for training purposes. Managers can watch an individual to help ensure that they are optimizing their time and instruct them over the computer, if necessary.

"Since we are located at two different sites, NSM has provided us with a tool to manage our servers from many different locations. This has significantly reduced our time out of office and reduced our response times to resolve issues" according to David Schaber, IT Director.

"The most used feature is the remote control. This has helped us keep our staff level very low while supplying our customers with excellent service. We also use this to support our Virginia site. This has reduced the need to have a help desk person physically there."

Since implementing NetSupport Manager, SLCC estimates they are saving around \$100 a day and it has eliminated a need to hire a help desk person in the Virginia office, saving thousands of dollars a year. Their help desk response times have significantly improved and travel support costs have been reduced. With NetSupport Manager, SLCC has established a sleeker, more efficient department while cutting costs at the same time.

**"As for the cost savings, it paid for itself within two months of using it by not having to hire additional IT staff to support a remote location. This is a fantastic ROI. Minimum amount of training was needed to fully utilize the product."**

David Schaber, IT Director

**"We truly love this product, it has helped us tremendously with various IT related issues."**

Andre Kostadinov, VP of Information Technology