



**PRESS RELEASE**

**FOR IMMEDIATE RELEASE**  
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### **Avanquest Solves Remote IT Support Issues at St Andrews University**

Avanquest Solutions has solved remote IT support issues at St Andrews University with an internet based collaboration solution. Support staff are now able to deal with queries from the comfort of their own desks!

The campus in Fife is based over several locations. All departments are supported by a central IT Helpdesk. Technicians could often spend up to 20 minutes walking to a location to respond to a call, which would maybe take only 10 minutes to fix, then another 20 minutes walking time to return to the helpdesk office. The result was the technicians got fit, but the downside was that a 10 minute 'fix' was actually taking the best part of an hour out of the working day!

The Avanquest solution means that Helpdesk are now able to resolve a large number of issues without leaving the department and are able to manage their time more effectively.

Security was an important consideration for St Andrews. Using Netviewer, a simple and effective collaboration solution, students and staff are in live communication with the helpdesk team and enter a unique session code allowing access to their PCs.

No installation is required, as the client consultant utility is run directly from the users' desktop in real-time over the web, leaving no footprint.

The key benefit of an internet based collaboration solution is the saving of an organisation's most important asset - time – a benefit that was very quickly recognised by St Andrews IT support staff.

Lorraine Brown, IT Helpdesk Manager at the University comments that "Netviewer is very slick and the fact that it does not require any actual installation on the work station was a major attraction for us - it can be easily executed and removed after use." She goes on to say "Our concerns regarding security were also addressed by the encryption logic applied to this system."

"Avanquest's solution has made a huge difference on how we manage our time on the helpdesk. A support instruction telephone call which could take 30 minutes previously can now be completed in 5 minutes and lengthy support visits have been reduced to as little as 5-10 minutes."

Further information about Avanquest Business Solutions can be found at [www.avanquest-solutions.co.uk](http://www.avanquest-solutions.co.uk)

#### **About Avanquest Software**

Avanquest Software is a global developer and leading publisher of best-selling personal and professional software designed for utilities, office productivity, communications and mobility worldwide. Avanquest Software products are marketed in over 100 countries, through e-commerce, OEM partnerships and IT resellers. Founded in 1984 as BVRP Software and listed since December 1996 on Euronext (ISIN FR0004026714), Avanquest Software forms part of the Euro1ist, NextEconomy segment and SBF 250 index. Additional information on Avanquest Software is available at [www.avanquest.co.uk](http://www.avanquest.co.uk)

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