



Noracom, Inc.

"iTivity is REAL COOL, because it cuts out multiple steps and puts the fix right in front of the user."

— Carolyn Dawdy, Founder
Noracom, Inc.

- About Noracom -

Founded: 2001

Industry: Small Office/
Home Office (SOHO)

Products: Office and technology
products for small business

Customers: Under 100
employee companies

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Most small businesses cannot afford a full time IT department. They often depend on local electronics stores for technical information and support. Noracom understands the issues of running a small business and provides a single source for small business technology needs that include computer hardware, software, accounting systems, telephone systems, copiers, and more.

With the increasing cost of travel in time and fuel, Noracom sought a way to provide remote support and administration to the remote customer desktops. "My clients have a variety of platforms and network configurations," says Carolyn Dawdy, founder of Noracom. "However, they are not large corporations and do not have in-house technical support. iTivity has all the connectivity features I need to fix problems remotely, and without a substantial management overhead. It is easy to use and install."

Tridia iTivity was perfect for Noracom because administrators didn't have to reconfigure customer routers, or go through a lengthy installation process. Noracom is a prime example of how versatile iTivity is. It is a dynamic Internet tool, that's powerful and secure enough for single incidents and scheduled maintenance of complete infrastructures.

Noracom is already realizing great value from its implementation of iTivity. During a secure remote support session, Dawdy opened an IE window on a local computer to research an error message. "When I found a page with the answer, I was able to copy the address bar and paste it into the remote computer's IE address bar," says Dawdy. "With pcAnywhere, I had to copy it to the local clipboard and hope that we could copy and paste a solution between the remote and local computers. This (iTivity/functionality) is REAL COOL, because it cuts out multiple steps and puts the fix right in front of the user."

Tridia iTivity is a self-hosted solution that eliminates the monthly subscription fees of competing services. Not only is this less expensive, but it also increases privacy. iTivity eliminates the need for VPNs which can be messy, unsecured, and time consuming to implement.