



## CUSTOMER PROFILE

### Network Computing Devices

*SupportSource® helps NCD keep their commitment to "one phone call solutions"*

In his 15 years as a technical support manager, David Katz has seen a lot of "gotchas." That's why the 26 professionals on his support staff look to him for tools and solutions. Together, they support thousands of users out of the Beaverton, Oregon offices of Network Computing Devices (NCD). They're the front line in NCD's commitment of a "one phone call solution" for its customers.

David Katz believes in SupportSource. "When a tool saves your bacon time-after-time, you lock on to it," says Katz. "I've seen SupportSource save a LOT of bacon over the years... some of my people keep it on-screen all the time and browse it like a magazine during lulls in their workday... it's almost a form of continuing education."

Network Computing Devices is the leader in thin client computing, with more than 600,000 devices installed worldwide and over 2 billion hours of software utilization. NCD products perform network-based display processing in a wide range of environments, including complex combinations of legacy and modern systems. When a problem comes up, NCD customers reach for the phone and call David's support group.

"SupportSource is a lifesaver," says David, "because our Fortune 500 Thinstar customers won't accept any delay in keeping their mission-critical systems running. Even when the problem doesn't relate to our product, they expect us to produce a solution. That's where SupportSource is so handy."

"For example, we recently had a customer add their first NT server to an old VAX system that was cobbled together in Ethernet and Token Ring. A sniffer trace localized the problem to a specific model of Cisco router, but since the problem first popped up when they added an NCD Thinstar box, they assumed that we were the problem."

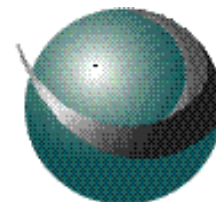
"We used SupportSource for Hardware to quickly locate an obscure tech note that talked about the need for firmware updates on that specific Cisco router. The customer was dubious when we got back to them with this — they thought we were trying to pass the buck — but when they did the update, the problem vanished... That's exactly the kind of 'gotcha' that SupportSource excels at finding."

"Vendors can't be myopic and still satisfy their customers long-term. We've got to be able to solve a customer's problems when they call, rather than pointing fingers elsewhere." David pauses, smiles, and runs his fingers through his brown hair sprinkled with gray: "Besides, with tools like SupportSource, I can hold off ulcers and gray hair for a few more years..."



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