



SPEED SERVICES™

Company
Speed Services

Country
Sweden

Industry
Photo booths and
luggage lockers

Solution
Gatedefender

“Many other vendors promise high performance, but do not live up to it in reality. With Gatedefender we have got more performance than what was promised, and Panda’s support is outstanding!”

Sebastian Bryne
IT Manager

Situation

Sebastian Bryneholt was already a satisfied customer of Panda when he was asked out to lunch by his account manager. Firewalls came up as a topic. He mentioned that their erstwhile solution FortiGate were pricing their ancillary services a lot; a basic structure includes no service and a three-year service agreement is as expensive as the hardware itself.

Account manager Benny Jonasson then told him that Panda Security’s firewalls have a very favorable and competitive pricing model, and Panda’s excellent support is included at no cost.

Evaluation

Sebastian Bryneholt appreciates the functionality of the Gatedefender in every way, but something that helps very much is that the solution and the interface is cloud based. Thus he can, in a clear and accessible way, both get an overview and still see important details. It does not matter where he is located. He does not keep track of all the different addresses, but everything appears easy when he logs in.

Something else that he also likes is that it is so easy to let support in, when needed. Then he sets up a time-limited access, and they can find the solution together. Bryneholt is as previously mentioned used to the Swedish support from already having Pandas RMM solution and the antivirus, but it is in the support that he believes that Panda Security is the best; a personal support that is extremely talented, approachable and pleasant. If anything gets escalated to developers in Spain he gets informed and never feels forgotten. Getting the feeling to be an important customer is a benchmark of the good customer service that Panda Security stands for.

The expectations Speed Service had on Gatedefender have clearly surpassed. Many other vendors promise high performance, but do not stand up to it in reality. With Gatedefender Speed Services has received more than promised!

Benefits

- A lot of performance for the money
- All of the functionality needed
- Simple interface; both overview and details appear smoothly
- Accessed from anywhere through the cloud technology

Challenges

- Unmanned dispensers
- Spread over a large geographical area
- Small disks require a lightweight solution

Solution

Bryneholt decided to try and set up a test environment to begin laborating. Shortly thereafter, a crucial situation came up; a site that Speed Services is managing in Denmark crashed and the Gatedefender got to come along as hand luggage on the flight to Copenhagen.

With some support the Gatedefender was up and running in under two hours and showed that it did the job just as good as the more expensive solution that now was about to be replaced. The Gatedefender gave much more functionality in the end and at a lower price. Bryneholt describes it as very easy for the Gatedefender to adapt to their environment.

The following eight Gatedefenders could then be installed even smoother by replicating the first installation. Bryneholt emphasizes that everything is very simple concerning the product and its installation.

Customer's Profile

Speed Services AB's business concept is to provide services via public machines such as photo booths and storage boxes. These are available at many train stations and shopping centers around Sweden. The origin of Speed Services are the Swedish company Snabbfoto AB, which started its business in already in 1958. Speed Services AB is today part of the Speed International Group; a family-owned group of companies which also include companies in the digital collection of data to different types of ID documents, as well as a chain of Internet Points.

Speed Services today has over 260 photo booths and storage stations spread across the Nordic region. Having many unmanned machines means a special challenge for IT security, especially as payment also is involved. Most machines accept both coins and cards as form of payment and is also connected to the internet, enabling effective monitoring of the operation and use of new digital services. With hundreds of service stations in Sweden, Norway, Finland and Latvia Speed Services handles over 1 million transactions annually.

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