



Company
alog AB reseller,
customer Berners

Country
Sweden

Industry
IT Reseller,
customer is in
Automobile

Solution
Systems
Management

“Systems Management is really easy to deploy and easy to use... Plus it saves a lot of time and money by automating tasks and letting end users and support being more productive”.

*Andreas Rödin.
Founder and Owner. alog
AB. Sweden*

Situation

Alog is a reseller that first started to use Panda Security's products in 2008. In 2012 they were shown Systems Management and were asked to evaluate it, to see if it could replace the system they were using (Snow Inventory, Snow Distribution, Snow License Manager, and TeamViewer for remote control).

To evaluate they opened up the correct ports in the firewall and installed the software on a few test computers at their client Berners. After trying out to set quick jobs, using the remote control, and running inventory which proved that everything was working correctly, the installation on the rest of the computers went really easy. The customer Berners is a company in the automobile sales sector and has 310 licenses.

Challenges

Working with their previous solutions, the rules created and other features were only working on the computers in the network. The time to handle repetitive tasks adds up to many hours of work load. In this specific case of Berners, they have an invoice system that stops viewing invoices every time there is a new Windows update for Office. When handling such an errand (among many errands where they need help from alog), it also affects the end user since he or she gets unproductive as he or she has to take a break while the computer gets fixed.

Solution

Since Systems Management is a cloud based solution, alog now easily work with all computers, no matter where they are situated. To include the remote control in the same tool is an improvement too, since the features are nearly related and it's facilitating to be able to remotely manage the situation monitored in the same tool.

In the case of the invoice system above, alog simply has set up a component which keeps track of a register key. If it disappears, it automatically gets put back. Each time this happens equals at least 5 minutes on each computer affected, to manually correct this. When it instead gets automated, many many hours get saved. Time which can be spent on inventing other areas of similar interest: to automatize tasks to get more efficient. We shouldn't forget to count the hours saved by the end user at Berners not having to go on a forced coffee break each time this is taken care of.

In the same way, time also is saved each time there is a remote control session for other problems occurring on the end users computers. The end user can sit and work as aloq is working to save an issue in the background. To do this with their previous software Teamviewer meant taking time to download the program, messing with ID-numbers and access keys etc, time which now is eliminated. The costs of travelling to and from the computers with problems, which in many cases can be quite large in a big country with long distances like Sweden, has decreased tremendously.

Inventory can take many hours when checking hardware and software on each of the 310 computers. With Systems Management this is now down to some few clicks to attract that very same information. aloq has also set alarms if any software licenses get exceeded. The inventory function was also working well with their previous solution, but since Systems Management combines it with the other features, it saves time to be able to do everything in the same console. Berners has been informed by aloq of the possibility to shut down computers during night time to save energy, hence money, and are currently evaluating that option.

Evaluation

In many areas Systems Management has helped Berners and aloq to save time. What's easy with the use of the product, is that it can start out to help supporting, managing and monitoring the customer's network from day 1. But the more time spent with it, the more scripts made as solutions to everyday tasks, it can end up saving even more time and money. aloq estimates that they will easily find three more areas during the coming six months where Systems Management can help them save more time such as the case of the invoice system.

Summing up the areas where time and money is being saved, this tool saves more time, which is money, the technician works with it. The more he can automate tasks, facilitate patch management and inventory in some clicks instead of hours, and save on travel expenses and the time spent on trouble shooting, the more return on investment. Also, a lot of time is saved by the end user being able to be productive instead of having to stop working while the problem is getting solved.

The reseller aloq had high expectations of Systems Management, since they are used to working with smart cloud solutions from Panda from before. These expectations are met, and sometimes also exceeded. The support from Panda Security has been great all along; both the sales representative and the support guys are always eager to help with a solution minded attitude. Systems Management facilitates the daily work and is easy to use. It saves a lot of time and money by automating tasks and letting end users and support being more productive.

Benefits

- Automization of tasks saving lots of time
- Inventory management in a couple of clicks
- All computers easily managed
- Unnecessary travel costs replaced with remote control
- End users can work undistrubed

Customer's Profile

An ambitious reliable team from the north of Sweden who are great at IT support, management, and counseling. Always striving to deliver products fulfilling a specific need and creating value for their customers.

