

ControlNow Case Study

Challenge

Managing multiple devices across various sites is time consuming and challenging.

Solution

A single web-based tool that helps me stay on top of everything without visiting remote offices.

Georgina Lloyd Parry from BVOXY tells us about how she uses ControlNow to deliver a secure and healthy computer and network environment.

With ControlNow I achieve 10 times more work

Being able to support devices remotely with ControlNow is fast, efficient and less disruptive.

Working remotely is immediate and provides the fastest fix resolution, which keeps end users happy and lowers overall cost in both wasted man hours and support.

Successful and well regarded support is all about speed and quality of the resolution.

A quick and effective installation – it just worked!

I found the ControlNow agent quick to download and it didn't impact operating system performance or startup and once installed, rollout was fast and it just worked.

ControlNow's ability to remove existing AV software is excellent

ControlNow has removed some well-known AV brands which are infamous for their far from clean uninstalls. Competing AV or real-time scanning applications can make performance very slow and unpredictable so this feature is not only crucial, but reduces the rollout significantly and leaves a clean antivirus installation.

Monitoring multiple devices is easy with ControlNow

I find the email notifications in ControlNow's monitoring tool helpful as I can choose to only be notified about certain things, since not everything needs my immediate attention. Without this form of monitoring I wouldn't be able to manage as many devices as I do.

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My mantra is 'Let IT be an enabler and not a fire-fighter' - Use IT skills to better effect and get greater value for money”

“
No baby-sitting downloads, endless uninstalls and reboots, you just login to the dashboard – assign licenses – tick the box – walk away and check the dashboard later! It is that straight forward. Genius.”

Georgina Lloyd Parry
Technical Director,
BVOXY

Intelligent patch management with ControlNow

Keeping all computers and servers up to date with patches from multiple vendors is time consuming and challenging because they change almost daily. It takes time babysitting downloads and installation often requires multiple reboots...in other words lots of disruption.

ControlNow's patch management tool is intelligent enough to assess what patches are missing across multiple vendors. I can schedule when I want patches to be installed; which means I can do updates overnight, when there is less demand for bandwidth and no disruption to end users. Since the tool does most of the legwork in rolling out new patches and everything is managed from a centralized web-based console, it saves me so much time that on the odd occasion when a patch doesn't install cleanly, I have much more time to get it fixed.

ControlNow provides value for money and effectiveness

IT can be expensive if done badly; that's why I am very conscious of value for money and effectiveness. I've seen support costs of £1000 per month for an engineer to spend a day running updates on 80 machines. Who wants to pay this amount to 'just keep everything up-to-date'?

ControlNow is not only excellent value for money but the time saving means you can put your skills to more valuable work than patch management!

What I believe in is 'Pre-emptive or Preventative IT'

Most people think of IT support as 'who to call when something goes wrong', which is often too late. ControlNow's dashboard enables me to keep on top of what could be a more serious problem later – especially the antivirus quarantine or determining the time of the last successful scan.

Adding the ability to trigger removal of those items via the one dashboard without the need to login to an enduser's pc... Now we're talking! The prospective time-saving here is enormous.

“ With ControlNow, £208 per month covers 80 machines for antivirus, patch management, monitoring and asset tracking. ”

IT should be about maintaining a healthy environment, enabling IT to be smarter, freeing up time to work with the company executives on strategy, growth, budget, staff training and infrastructure. Break/fix is time consuming – anything that can reduce that time is an asset worth investing in. IT should be a partner in the business helping that business make better decisions and having the time to do it properly. These are the businesses that succeed and grow.

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