



CASE STUDY Accurro Limited UK



PANDA CLOUD SYSTEMS MANAGEMENT

"The Panda Cloud Systems Management non-intrusive remote-access is vital in allowing us to diagnose and implement a fix, often without the client even being aware. Power management allows us to cross-sell newer more efficient devices by accurately modelling the improved energy savings to a potential client."

Damian Keogh, Head of IT, Accurro Limited

Customer details

Company:

Accurro Limited

Country:

UK

Industry:

Building automation and network maintenance

Panda Solution(s):

Panda Cloud Systems Management

Number of licenses:

135

Challenges & Benefits

Challenges:

- Use of fragmented tools.
- Technicians not using consolidated knowledge support database and methodology.

Panda Solutions:

- Panda Cloud Systems Management

Benefits:

- Best practices development.
- Encompass full IT support service.
- Lightweight Cloud Solution.
- Non-intrusive remote-access to provide hassle-free support.
- Power management shows immediate ROI and offers cross-sell opportunities.

Situation

If you imagine the house of your dreams where everything is automated and your arrival is greeted with lights, heating and entertainment set-up just for you. A place where controlled access, sensors and CCTV reinforce your physical security and your digital life is protected from online threats with secure networking and advanced cloud-based detection. This is no longer a vision of the future; they are the homes and businesses managed by Accurro.

Accurro provide a full range of technical and engineering services for the residential and commercial sectors including automation, security and safety systems, IT and integrated entertainment. Encompassing projects of all sizes from a single home to major clients, such as The Crown Estate, and provide full maintenance and support contracts.

Challenges

Since their incorporation more than a decade again Accurro have seen how Information Technology has infiltrated almost every aspect of work and life. This has given Accurro the opportunity to expand their portfolio beyond building automation to encompass a full IT support service for their clients.

Accurro, prior to the launch of Panda Cloud Systems Management (PCSM), were making use of fragmented tools to offer break-fix solutions to their clients. *"Each engineer was using preferred tools and techniques, which solved the immediate issue, but gave no visibility of problem areas or previous activity"* comments Damian Keogh, Head of IT, Accurro *"Now PCSM is allowing us to develop best practices and free up resources from simply fire-fighting"*.

Solution

As a long standing Panda Security partner, Accurro are well aware of the evolution of the security solutions from standalone on-premise products towards cloud-based technology.

Panda Cloud Systems Management provides a valuable addition to the security solutions, with the same style of intuitive interface and is accessible through the Panda Cloud Partner Centre, a one-stop console through which management and security of each clients' IT infrastructure is possible.

Evaluation

Accurro were immediately convinced of the potential benefits of Panda Cloud Systems Management, Damian realised *"the flexibility and lightweight impact of the Panda solution are ideal for our varied client base"* he continues *"our clients receive a full management service and it allows us to provide them with Panda Cloud Systems Management as the invisible solution"*.

Customer's profile

Accurro are a specialist automation and integration company involved in both the commercial and residential markets.

Accurro provide a full range of technical and engineering services for the residential and commercial sectors including automation, security and safety systems, IT and integrated entertainment. Encompassing projects of all sizes from a single home to major clients and provide full maintenance and support contracts.

With the support of Accurro you can look forward to new levels of control, comfort, convenience and security.

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Panda Cloud Systems Management now forms the starting point of any Accurro client roll-out, Damian summarises the simple process *"As system admins we install the PCSM agent on a single network device and then a one-click search for all other network devices and we roll it out automatically with preferred profiles. We can then check the device configuration and copy across installers for security, third-party tools and patches - all of which is achieved without having to disrupt the end-user. Once everything is prepared the remote control function allows us to efficiently update the security and tools with minimum downtime". "On the odd occasion where existing client solutions required a change to the PCSM deployment", Damian commented "such as alarm systems needing access to certain ports, then the Panda technical support team are always available and helpful".*

Benefits

"As a complete service provider simply giving us visibility of each customers IT real-estate is an in-valuable tool, as are the dashboard and automatic alerts Panda Cloud Systems Management gives us to advise of potential problems", Damian continues "the non-intrusive remote-access is vital in allowing us to diagnose and implement a fix, often without the client even being aware". This 'invisible style' of IT management is vital to Accurro's reputation for providing hassle-free support for both our commercial clients and residential clients, as downtime impacts both their bottom-line or digital life – and more importantly their trust in Accurro.

Some of the specific functionality was of great interest to Accurro, such as the ability to define power management profiles to power-down and switch on devices around working hours, *"this is an important commercial feature offered as part of smart metering to landlords."* Damian and his team are hoping to improve this *"we are investigating linking PCSM to a product specification database, which combined with a network audit, allows us to cross-sell newer more efficient devices by accurately modelling the improved energy savings to a potential client".* This is just a single example of the types of applications and scripts available through the Panda Cloud Systems Management com store, where a variety of common third-party tools and prepared scripts are available for free. These can be added to with your own custom scripts written in VB, Java, Python and others.

"Panda Cloud Systems Management was the only genuine RMM contender for Accurro, offering greater functionality than fragmented or lightweight alternatives while still maintaining an intuitive learning curve, and not being bloated with unused functionality". Damian finishes by saying *"Having experienced Panda Security's philosophy of working closely with their partners to continuously improve, we look forward to helping them develop their offerings further."*

