BJUVS KOMMUN

Company
Municipality of Bjuv

Country
Sweden

Industry
Municipality

Solution
Fusion

Licenses
300

"We had great use of Panda when we inventored all our Microsoft licenses. Now we can see what has been installed on our computers. Before, we had Snow Software for inventory but it never worked out the way we wanted, and it involved a lot of manual work. Once we had Panda we got a good view of the patching and what we had installed".

Daniel Hindrikson
IT coordinator

Situation

The municipality of Bjuv did not used to have a management tool and lacked track of Windows Updates. Now Fusion patches all the computers with much less manual work. It also helps a lot to be able to provide support remotely via remote control, since the municipality has many different offices. Before Panda it was difficult to get a good overview of the environment, and they did not know what the antivirus detected. Now they get reports on all intrusion attempts, and can also create customized reports that provide information about software, hardware, licenses and so on.

The employees used to complain that the computers got tired because McAfee was so heavy. With Panda it is like night and day, the users do not notice that the antivirus is active and IT department receives no complaints. To get rid of McAfee, they chose to use Microsoft Essentials virus protection for a shorter period of time. Daniel Hindrikson says it is difficult to compare MS Essentials with Panda because Panda Fusion is so much more than an antivirus.

Challenges before Panda

- No good control over Windows updates and they did not know what PC's that needed patching.
- The previous antivirus was heavy and slowed down the computers.
- They did not really know what the antivirus detected.
- They spent a lot of time on administration.

The solution

Fusion includes antivirus, inventory, monitoring, patch management, remote support and reporting, all in one tool. Since the municipality of Bjuv had no real solution for systems management, they lacked control of which computers were updated and what was installed, and that involved overall very much manual labor. All of this, they have now gotten great help with from Panda Fusion.

Additionally, they use the built-in remote control tool much, to support users in all parts of the municipality. Daniel Hindrikson also mentions inventory and the reporting function as favorites because they get so good overview both of the machinery and of what the antivirus software detects.

Evaluation

Before the municipality of Bjuv switched to Panda, they looked at a few other suppliers, but after a demonstration of Panda's products, they realized that Panda Fusion would solve a lot of problems for them and it was the most comprehensive option.

Going over to Panda was very easy: "The implementation went very well. We pushed out the Panda client on our PC's in the organization through our login scripts, so that whenever a user logged in, the Panda was installed. It took two to three days for all PC's to get Panda" says Daniel Hindrikson. They had a training to facilitate the transition and Daniel Hindrikson says "We did everything remote and we got great support, but we actually did not need it so much because the basic functions are easy to understand."

When they installed Panda on all computers, a new world of information opened up. Suddenly they realized how the patching of their clients went, how many machines were missing the last updates, and especially how easy it was to patch them up!

They could also save a lot of time by using remote support. Previously the user had to approve a code and it could be quite tricky, but Panda makes it easier. Although the users do not travel a lot or work from home, there is always a need for remote support since the municipality has many departments around the area. For someone who likes to be in control and work systematically, the reporting function is perfect. Daniel Hindrikson talks about when they phased out the Windows XP: "It was great to use Panda to find out where the PC's with XP were, and as we worked we could see how many we had left". He also mentions that you get the right amount of information: "You do not get overwhelmed, it is consice. You can also see what people are surfing on in the organization and how Internet usage works".

The protection is perceived as great and they have not had any major outbreaks of viruses and nothing that has spread since they introduced the Panda. They look at the statistics regularly and can see when something has been captured. The contact with Panda works great, and when they have needed the help of the support it has been easy, according to Daniel Hindrikson: "I want to emphasize that we have always received very good and quick response from Panda's support. Not least, it's nice to talk to someone who understands the Swedish conditions, the special challenges of a municipality, and who also speaks Swedish. "

Panda Fusion lives up to Daniel Hindriksons and the municipality's expectations and works perfectly, "It is easy to navigate and you will never be annoyed because it takes too long. Some web systems can be tough, but Panda is always quick. There are of course still functions in the system that we have not had time to immerse ourselves in, but we aim at it. It is pretty rare that we have nothing to complain about in a system, but we feel very confident with Panda. "

Customer's Profile

The municipality of Bjuv is a municipality in north-western Skåne with 14,853 inhabitants. The main town is Bjuv. From the beginning, Bjuv was an agricultural district which went on to become a mining community based on coal mining and subsequently clay. From the mid 1900s, they transformed to become a community with a few large industries such as Findus, Höganäs Bjuf and Skromberga works.

Today Bjuv is a municipality in development. Vision Bjuv 2020 sets the direction for the development and shows the way to the attractive municipality with a focus on housing, environment and business.

In Bjuv there is both opportunities for relaxation and meaningful leisure. The proximity to Söderåsen with beautiful scenery and hiking trails, combined with the municipality's rich associations create a perfect blend.

A municipality presents challenges within IT because the offices often are scattered and employees hold widely differing competencies.

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