



Company
Dalakraft AB

Country
Sweden

Industry
Energy

Solution
Fusion

Licenses
150

The situation

Dalakraft used to have McAfee as antivirus and a program for remote control, but lacked a tool for patching and inventory.

That had the effect that they did not know exactly what version of third-party programs that were on the endpoints. One situation could for example be that users had a very old version of Adobe Flash or Java that could imply security threats. They received reports on virus threats from McAfee and in that program several features were included, but it was heavy and consumed both time and resources to administrate.

When they needed to remotely control a PC in the business network, it all worked well. However, when a user was located outside the office, for example on a customer visit or at home, it meant trouble for the IT department.

"We liked the whole concept with antivirus and management, we missed that before. We also fell for the easiness in the product, we did not need many hours of training since it was so easy to manage."

*Henrik Fjellstedt,
IT manager at Dalakraft*

Challenges before Panda

- Heavy antivirus
- It took lots of time and resources to administrate the AV
- The remote control tool did not work very well outside of the office
- It was difficult to inventory all software on all clients
- Hard to keep all third party programs updated

Evaluation

The implementation went very smoothly: "We deployed the agency via a group policy, we could do it in the background so no one noticed anything. Once we had the Systems Management agency we could deploy the antivirus, which also removed the old antivirus without disturbance or that the endpoints needed to be rebooted. It all went much better than we expected" says Henrik Fjellstedt.

Both the protection and the systems management part are considered good, and Dalakraft thinks that the tool is easy to administrate and manage. They have been in contact with Panda's support department a few times, mostly at the implementation but also when they have needed some tailor made packages to deploy settings in the IT environment.

The product has exceeded expectations. The tools that Dalakraft use the most are third-party patching, remote control and inventory. Before they had no tool for inventory so they appreciate to be able to see exactly which clients have a certain type of OS, on which clients Java needs to be updated and so on. Also the remote control has improved: "The remote control support is easier now thanks to the cloud technology, then it is enough that the user is online. Before it could take a while to find the right endpoint, and it happened that we connected to the wrong PC. We do not have to risk that anymore" says Henrik Fjellstedt.

The Solution

Panda Fusion contains antivirus, inventory, monitoring, third-party patching, remote control and reporting, in one cloud based tool.

Dalakraft compared several suppliers but chose Panda Fusion thanks to the overall solution. Henrik Fjellstedt, IT manager at Dalakraft, explains: "We liked the whole concept with antivirus and management, we missed that before. We also fell for the easiness in the product, we did not need many hours of training since it was so easy to manage."

Customer's Profile

Dalakraft is an electricity trading company with roots in Dalecarlia, and sells electricity to individuals and companies throughout Sweden.

Dalakraft was founded by local electricity producers in connection with the liberalization of the electricity market in 1996.

They now has offices in Malung, Rättvik and Falun, Dalecarlia. They help residential and business customers to choose the right electricity contracts and are also a partner of electricity as a large part of its selling electricity comes directly from electricity generators in Dalecarlia and the rest of the country.

