Mullsjö Kommun

"Panda makes our job easier thanks to monitoring, reporting and inventory that work very well, and also to be able to send out applications. You can tell it's a competent product. With PCSM in combination with PCOP you get a nice overview of every machine and how it's working, and what kinds of issues you've got. They complement each other very well and we use them tightly together."

Erik Jansson
System engineer, Mullsjö municipality

CUSTOMER DATA

Organization:	Mullsjö municipality
Country:	Sweden
Industry:	Municipality
Panda solution:	Panda Cloud Fusion
Number of licenses:	600

CHALLENGES AND BENEFITS

Challenges

- Difficult to see exactly what the antivirus delivered
- They were not completely satisfied with the support
- Hard to monitor and inventory the network
- They needed monitoring of mobile devices

Panda solution

Panda Cloud Fusion

Benefits

- PCOP reports live what it does and what threats are detected
- Panda keeps a regular contact with Mullsjö kommun
- PCSM monitors, inventory and creates reports. Together with PCOP you get a complete overview of the network.
- Mobile Device Management and remote management are included in PCSM which is very useful for mobile devices and for giving remote support to laptop users

SITUATION

Mullsjö municipality had previously Symantec antivirus, but were curious to try a cloud solution and had been thinking of changing supplier. Panda's representative called very timely and they did not need to try anymore alternatives, but began with Panda on all computers in the municipality. They later complemented with PCSM, especially because they had started to work more with mobile devices and PCSM also offers MDM.

CHALLENGES BEFORE PANDA

- Hard to know the performance of the antivirus when they could not get good reports from the program.
- They were not completely satisfied with the support of their old antivirus
- Hard to inventory and monitor the network
- Mullsjö did not have an alternative to PCSM before, but had evaluated Microsoft SCCM. They did however experience it as too advanced and timely to deploy.
- They needed monitoring for mobile devices and possibility to support laptop users outside of the office.

SOLUTION

Panda Cloud Office Protection clearly shows what happens in all computers, if it detects any threats. Together with Panda Cloud Systems Management you get unique insights of the computers, since PCSM also inventories and monitors the network and can create tailor made reports for the specific needs of the organization. Both solutions are managed from a web consol and are reached from anywhere there is an Internet connection, and are easy to use for most people. PCSM also includes Mobile Device Management (MDM), which gives the administrator the right to see the location of mobile devices, if they need any updates, what apps are installed and so on.

Mullsjö Kommun

CUSTOMER PROFILE

Mullsjö municipality is located in Västergötland county with border to the northwest corner of Småland county. Mullsjö is a small municipality seen to the geographical size, and most people live in urban areas. Of the 7000 inhabitants, 5600 live in Mullsjö town, and 800 in the other town called Sandhem. The municipality is located in a scenic countryside with open nature, forests, lakes and streams, which bring many tourists throughout the year. During the winter, Mullsjö becomes one of southern Sweden's largest winter sports resorts.

EVALUATION

After having evaluated the trial version of PCOP they changed from Symantec to Panda. The main reasons were that they wanted a cloud solution that was easier to administer and that they got a good impression of Panda. When it was time for implementation they started with some clients for a week, and when everything worked and they pressed the button, it was all switched within 24 hours. "We sent out Panda on the agents and Panda did everything on its own, pached everything, and the deployment of PCOP was very simple" says Erik Jansson, system engineer at Mullsjö municipality. During the implementation they received support and help from their Panda representative and from Panda's technicians. When it was time for PCSM the procedure was the same, with the only difference that it was even easier than PCOP according to Jansson: "PCSM was even easier because on the computers with PCOP, we could just tick a box and then PCSM was downloaded and installed. So it was very smooth and painless. We received great help but overall both products are very easy to maneuver."

With the previous antivirus it was hard to get an overview of what happened in the computers and if the antivirus performed as it should. Mullsjö appreciates to know that PCOP is working: "PCOP is much smoother than Symantec, we get much better reports, especially live reports, and it is easy to see which computer that have problems. It's great with a cloud solution so that we can reach it both from work and from home. We appreciate that it shows what it's doing" says Jansson.

Before they started with PCSM they evaluated Microsoft SCCM, but it was unnecessarily advanced and would take too much time to install. According to Jansson, Panda is much easier and covers their needs exactly: "Panda makes our job easier with the monitoring, reporting and inventory which work great, and also to be able to send out applications to the computers. You can tell it is a competent product." Jansson says that both products just go on and deliver what they should, but also emphasize the benefit of them together: "With PCSM in combination with PCOP you get a nice overview of every machine and how it's working, and what kinds of issues you've got. They complement each other very well and we use them tightly together."

When the need and use of mobile devices increased in the municipality they started looking for a good MDM service for monitoring. They looked at Cisco Meraki and Microsoft Intunes, but were happily surprised when they realized it was included in PCSM. That made it cheaper, but also easier since everything is handled from the same web consol. Mullsjö has had good use of the remote management control on laptops. They often use it to support computers outside of the office, and if a laptop is stolen it is still in the system and they can see what is going on.

The contact with Panda has been very positive. They like the information they receive from Panda, but Panda also gets good reviews from third parties. "I have great confidence in Panda and the protection. It finds viruses and in which computers there are errors and I get really nice reports that are much appreciated. When I've had minor issues, Panda has been very helpful and I can tell that they care a lot about their customers" says Jansson.