



Company
Axiom
Housing Association

Country
UK

Industry
Housing

Solution
Fusion

Licenses
200

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Peter Matthews
Head of ICT

Situation

Axiom Housing Association is a long standing customer of Panda Security through valued partner Software Dialog using their network based security solutions for more than 10 years.

The ICT team of Axiom Housing Association consists of four dedicated staff managing and supporting 200 endpoints, with 67 at the main office in Peterborough, and the remainder spread across twenty-four other sites along with a number of home workers and mobile staff using notebooks.

“We previously used Panda on premise antivirus which has proved to be a cost effective product, and has kept our network and standalone machines clean for over twelve years”, states Peter Matthews, Head of ICT, Axiom Housing Association. He continues “However, during this time our network has expanded considerably and the number of dispersed sites has more than doubled.”

“Management required a lot of travel, or intrusive remote access, and being a piecemeal solution, we couldn’t achieve central reporting on the state of all our endpoints”, comments Peter “meaning standalone machines could become more vulnerable as a result of out-of-date virus signatures or software patches”.

Objectives & Evaluation

The challenges of the Axiom ICT team, will be familiar to many, of having to ‘achieve more with the same resources’, Peter Matthews listed his key issues moving forwards as:

- Maintain a larger, more dispersed network of diverse devices.
- Provide user support, many of whom have limited IT knowledge.
- Improve ICT response times to support calls.
- Reduce ICT travel time and costs.
- Apply and monitor universal security policies.

“We assessed solutions offered by several vendors, including Symantec, Sophos and McAfee” states Peter, “our IT Provider Software Dialog recommended Panda’s Cloud based offerings, having identified them as suitable for our dispersed network”. Panda Fusion was successfully evaluated and rapidly implemented as an integral part of Axiom’s network Security and Manageability producing a positive ROI.

Rapid roll out minimum foot print

Extended trialling of Panda Fusion began in March 2013, with a view to have it implemented by May 2013, a schedule only made possible as the solution is cloud based.

The process of downloading the agent and pushing it out to remote sites is very straightforward, and where there is a local network one client can be used to push out to the remaining clients, speeding the roll-out process. "The migration process has been painless," advised Peter, "most of our end users have no idea that we've swapped out their security systems."

Peter was also impressed that "The product itself doesn't take too much out of our endpoints some of which are PC's that are over seven years old and are having to run primarily as thin clients. It downloads through practically any bandwidth including mobile kit running 2G and 3G, plus it can be loaded from a USB stick if no connection is available.

Benefits and Cost savings

ROI Post implementation Peter Matthews estimated "With Fusion we experienced immediate cost savings in time and travel of about £1,200 every month. However, the real improvement has come through our increased capacity to support our users and manage the entire network"

Summarising the benefits Peter states "In short, it has improved our functionality significantly without pushing up our cost base. Specifically, it has enabled us to remain at four staff which is key, given the strain on the IT budget that the cost an additional staff member could run to."

Saving time to focus on your future

"The Panda Fusion solution has largely removed the need to travel to our sites, saving in time and travel costs to resolve issues. While we are now able to provide Management Reports showing the effectiveness of the ICT team, the end users are less aware of our presence."

As part of our service development we are now able to engage in regular site visits focusing on end users' current and future requirements, allowing us to work together more effectively moving forwards. Thanks Panda for shifting internal perception of ICT from a group of engineering vultures that appear whenever technology dies to a supportive team of people adding value to the business.

Customer's Profile

Established in 1967, Axiom's primary objective is to make a positive difference to people's lives. Axiom is a Sunday Times Top 100 Company and has been awarded Investor in People Gold status, putting it in the top 2% of employers in the UK.

We provide housing and services to over 5,500 people including singles, families and older people; including care services and support for vulnerable people, those leaving care, people with learning difficulties and people with mental and physical health needs. Axiom is governed by a Board of Management who are all unpaid non-executive members. The board membership has a wide range of skills and knowledge including legal, financial, business, community and professional. The board is responsible for the strategic development of the association and is supported by the Chief Executive and Executive Team.

For more information visit <http://www.axiomha.org.uk>

