



Company
Delta Wines

Country
The Netherlands

Industry
Wine Trading

Solution
Systems
Management

“If I wanted to carry out maintenance on a PC it took not only my time, but also disrupts the productivity of the person normally working at the PC. This alone makes the return on investment of Systems Management evident to us”.

*Marcel Versluis,
ICT Manager*

Situation

Delta Wines is a support business for three commercial companies: DGS Wijnkopers, Coenecoop Wine Traders and Pallas Wines. Delta Wines provides all non-commercial operations for these companies, including automation, administration, HR and logistics.

Delta Wines has been active since 1985 and in that time has experienced significant growth. In the last 4 years alone, the employee headcount at Delta Wines has nearly doubled, impacting the levels of necessary maintenance on all PCs, laptops, smartphones and tablets.

Challenges

The growth in the IT infrastructure at Delta Wines resulted in an increase in maintenance problems. This increase meant there were too many workstations to maintain. PC's were present at the company that had been used since 2010 and hadn't been updated due to a lack of time or simply because no one had thought about it.

“When we wanted to do some maintenance to a PC there never seemed to be a good moment to interrupt the employee working there. So maintenance had to be postponed to another date.”

This left the company with a backlog of approximately 2500 updates. A side effect of this was that a heterogeneous network was created.

The maintenance on laptops of employees working outside of the office took Delta Wines a lot of time - Both for the system administrator, and for the employee. Maintenance was often deferred as staff had to come to the office for it to occur. This meant that users had issues that hadn't been remedied in a long time.

Solution

Systems Management, Panda Security's Remote Monitoring & Management solution, offers Delta Wines a platform to easily manage, monitor and maintain their IT systems. The solution is designed to allow IT departments to manage their networks simply and proactively, reducing costs and improving their efficiency.

With Systems Management, Delta Wine's system administrators are able to perform diagnoses and resolve incidents wherever they are, and non-intrusively. Systems Management's out-of-the-box simplicity ensures a near zero learning curve for Delta Wines and ensures everything in their IT department runs smoothly.

Evaluation

Using the inventory capability's of Systems Management Delta Wines can now easily see how many different software versions there are in the network and which PC's still need to be updated.

"With Systems Management we could implement all overdue updates pretty quietly. The most significant thing the user noticed would be when the computer needed a restart. We've set-up a monitor for this, so if a restart was needed we would be informed by an email."

The support of road warriors at Delta Wines has improved immeasurably since the implementation of Systems Management.

"To us the greatest savings in time is the management of our mobile workers. It does not matter if they are present internally or in a hotel in China – as long as there is an internet connection. If any action is needed or something needs checking, you can simply do it."

Delta Wines have just started working with Systems Management. They have already noticed the easy learning curve and the constant development of the solution.

"We have been using the solution for two months now, it has a low learning curve and we know we haven't used the solution to it's full potential. Furthermore we've noticed that the solution keeps evolving with several updates since we've started using the solution that we are very pleased with. We are very confident that Panda Security will continue to roll-out even more useful updates in the future."

Benefits

The main advantages of Systems Management for Delta Wines are:

- Remote Support without interrupting the end user.
- The improvement in the efficiency of the company, and thus a reduction of the cost.
- The inventory capabilities with which a more homogeneous network can be created.

Customer's profile

Delta Wines wants to play a leading role in the European wine trade by:

- Offering large retail groups and wholesale trade across Europe access to wine from all major wine regions.
- Offering wine producer's access to distribution in many European markets, by coordinating sales and marketing activities.
- Providing efficient, low cost logistical solutions without losing flexibility.

Delta Wines creates synergy for its wine subsidiaries by fulfilling the back office functions: logistics, administration, IT and human resources management.

For more information visit: www.deltawines.eu



DELTA WINES