



## Cybernet Evolution Satisfies Expanding Customer Base with AVG Business CloudCare

**“With AVG Business CloudCare we’re able to easily monitor each client’s use and quickly resolve their issues. It’s adding true value to our managed services.”**

Nick Sarafoudis  
Workshop & Security Manager  
Cybernet Evolution Computer Consultants

### **No Time to Waste**

With a small, very busy team of six technicians, Cybernet Evolution (CNE) is always on the lookout for effective productivity tools.

And as Nick Sarafoudis, Workshop & Security Manager, describes his firm’s marketplace: “All our SME clients are asking for cloud-based services now.”

### **Satisfying SME Need for Cloud Services**

In answer to these business needs, Sarafoudis said CNE “got on-board” as an AVG Business reseller with the arrival of AVG Business CloudCare in 2014. “The AVG rep gave us a demo and we really liked what we saw.”

AVG Business CloudCare is a web-hosted security portal that simplifies IT support. It combines antivirus, content filtering, online backup, email security, remote desktop support, and Secure Sign On with a single web-based control panel for monitoring and alerts.



AVG Business SSO combines mobile device management and single sign-on services for greater efficiency and security.

The CNE team moved on quickly from the initial AVG Business CloudCare training webinars. "Everything is so easy - self-trained, self-tested and self-taught. We have access to the AVG Business reseller forum and the support of our account rep to find a fix for any issues," he said.

CNE is using AVG Business CloudCare services primarily for managing its clients' AVG Antivirus functionality and content filtering.

Sarafoudis explained that "as clients with older editions of AVG Antivirus come up for renewal, we're migrating them to AVG Business CloudCare."

### **Adding True Value**

"We've now got both our existing clients and new customers leveraging AVG Business CloudCare - and they're very happy with the product and support," Sarafoudis said.

"Each of our team members handles a growing number of clients and now they can manage the antivirus side of things from the AVG Business CloudCare dashboard.

"We're able to easily monitor each client's use and notifications. Remote installations are a breeze. It's adding true value to our managed services," he said.

- *No downtime for customers.* Customers benefit as they don't have to pay for onsite visits and downtime is significantly reduced.

- *Dedicated AVG Business account manager.*

This "works really well for us and our rep's technical support has been fantastic," said Sarafoudis.

- *Faster and better platform.*

Each new version of AVG Business CloudCare's platform is faster and better for productivity.

### **Profile**

From its workshop in Southport, Cybernet Evolution's six technical and four office staff provide IT support to SME and SOHO users across southeast Queensland.

### **AVG Business CloudCare**

CloudCare enables direct, real-time management of the AVG security services you offer clients from a simple, "single pane of glass" dashboard and gives confidence to any organization that their applications and data are protected on multiple devices, any time, anywhere. Our secure online portal supports compliance requirements, makes provisioning and removal of services, mobile device management and integration with 3rd party environments simple.

For more information visit  
[www.avg.com/business](http://www.avg.com/business)