

AVG Reseller: **Friendly Computers**

Clients: **200**

Website: **www.friendlycomputers.com/georgetown**

AVG Solution: **AVG CloudCare™**

Remote IT Management at the “Right Size”

“AVG CloudCare will completely streamline the entire process, allowing me to do more for my clients for less money out of pocket.”

Bill Schubert
Owner-manager, Friendly Computers

Profile:

Bill Schubert is the owner Friendly Computers of Georgetown, Texas, which offers IT support to local businesses and also provides residential break/fix services. In all, Friendly Computers has six employees and manages about 200 computers in 19 companies under service contract.

The Solution:

Schubert was recently given the opportunity to be one of the first resellers to try AVG CloudCare™, a time-saving remote management platform made specifically for small to medium sized resellers. AVG CloudCare is a brand new, “right size” security platform that allows resellers to remotely manage all small business clients from one central portal.

The Benefits:

Enterprise-level features and services like the Centralized Management Dashboard and seamless remote deployment have transformed client services for Friendly Computers. All Friendly Computer clients are visible on one screen in real time. Staff is alerted instantly by email or SMS text if there is an issue with an end user so the problem can be addressed before the end user is even aware that it exists. These features have reduced demand on technicians and created a seamless anti-virus renewal and deployment process. The Content Filtering Service provides additional value for Friendly Computers, saving some clients up to 300% in hardware costs.

The Situation:

When users experienced security issues, technicians stepped out of regular client rotations to go on-site in order to fix the issue. Not only were on-site visits a cost burden to the customers, but unplanned visits could result in logistical or operational snarls for Friendly Computers, too. Additionally, when clients were up for anti-virus renewals, Friendly Computers often had to “re-pitch” clients on subscription fees or upgrades, and had to endure approval processes all over again.

When asked about the hassles, Schubert said, “Frankly, problems were few and far between with AVG anyway, but we used the ‘sneakernet’ approach when we’d have to go visit the actual workstation to fix them. We thought all of these things were necessary burdens that come along with this business.”

The Implications

Schubert talks about the “necessary” hassles that came when there was a security issue with an end user’s device. Unplanned site visits were often a distraction for technicians, but they also cost the client additional money.

“Frankly, problems were few and far between with AVG anyway, but we called it the ‘sneakernet’ approach when we’d have to go visit the actual workstation to fix them,” he said. “Unplanned visits cost the client and threw a kink into our regular rotation schedule.”

Furthermore, when it came time for anti-virus renewals every year, Schubert and his team had to “resell” clients on renewal subscription fees or upgrades, and had to endure approval processes all over again.

“I thought all of these things were necessary burdens that come along with this business,” Schubert said.

The Experience

“Enterprise-Level Service for Peanuts”

In the month that Schubert has been using AVG CloudCare, he has already noticed a reduction on the demands on his technical staff. With the Centralized Management dashboard, they can see all thirty or so cloud services clients on one screen, at the same time, in real time. If there is a problem, the system instantly alerts them either by email or SMS text, so they know before the users do.

The seamless remote deployment has also improved the anti-virus renewal process.

“We can manage renewals and backups from there so it’s all seamless. The client just sends me money on a regular basis and it just works. The same with backups.”

“No other anti-virus companies offer this large, enterprise level service for peanuts. I’ve heard about the new features rolling out, and there will be nothing else even in this ball park.”

Schubert also uses The Content Filtering Service, a feature of AVG CloudCare™. “Content filtering keeps users out of trouble, and it saves our clients huge amounts of money. I believe all of my customers will buy it. If it can save them from one computer going down in a year, the cost of this service pay for itself, three times over. That’s a 300% gain, not to mention the improved employee productivity saved from employees not meandering onto social networking sites at work,” he adds. Schubert has had a positive end to end experience.

“Now, AVG anti-virus is a great product but there is no company that is close to the AVG customer service team in supporting resellers,” he stated. “I’ve dealt with other customer support teams, and I can tell you that there is a night and day difference.”

So for now, Schubert is happy to be one of the lucky few using AVG CloudCare. He joked, “AVG is a huge differentiator tool for a computer services company. I’d recommend it to any reseller, but not my competitors. It’s that good.”

About AVG CloudCare™

AVG CloudCare is the free, cloud-based administration platform with “pay-as-you-go” services that simplifies the management of small business IT.

It delivers partners the opportunity to grow a managed security services business from a free platform that delivers many of the key functions of expensive enterprise IT management tools.

For more information visit www.avg.com/cloudcare