



Eagle Technologies Flies High with Growth Driven by AVG Business Managed Workplace

“We’re investing in AVG Business Managed Workplace’s potential and driving the business forward on it.”

Louise Brandish
Managing Director
Eagle Technology & Solutions

Excitement, Growth & Profit

Three years ago, Louise Brandish resigned from her network engineering role, implementing retail POS systems, to establish her own technology solutions consultancy. Her inspiration was to leverage the combined expertise of the founding team to specialise in business security – in all its guises.

As a long-term AVG Business Edition user, she was already convinced of the power of AVG offerings and saw the benefits of becoming a partner to “make a profit from a product I was very happy to rely on,” Brandish said.

The Eagle Technologies founders were looking to maintain their excitement in the business, to grow the customer base, and to do so profitably.

Automated Workflows Save Time & Reduces Risk

The advent of AVG Business CloudCare was considered by Brandish to be “a great step forward. “It reduces client costs and they’re always happy about that. And the centralized visibility for us is just beautiful.”



Then, the next development: Eagle Technologies undertook a comparison of three remote monitoring and management (RMM) offerings. It chose AVG Business Managed Workplace because of “its affordability and usability” and because of its synergy with AVG Business CloudCare. “Other platforms were too complicated, said Brandish. AVG Business Managed Workplace is simple to navigate which is a time saver and makes it easier to train staff.”

AVG’s practical webinar training ensured Eagle Technologies could hit the ground running. Brandish was impressed that AVG put on a webinar specifically to train two new employees to get them up to speed quickly.

Driving The Business Forward

As an early adopter of AVG Business Managed Workplace, Eagle Technologies is now able to efficiently manage the delivery of its ever-diversifying and interesting blend of products and services – from security access controls, intrusion protections and biometrics to VoIP networks and peripherals.

Brandish not only committed the business to “getting our feet wet and understanding how AVG Business Managed Workplace works” but Eagle Technologies has taken the further step of employing a new team member to be responsible for driving the business forward and expanding its client base using AVG Business’ latest partner platform.

Brandish noted that with efficient, automated workflows and easy visibility into client environments. “AVG Business Managed Workplace is great for us and great for our clients. We’re investing in its potential and driving the business forward on it.” Some key considerations for Brandish were:

- *More clients, same staff, reduced risk.* Brandish explained that the “multi-

faceted power of AVG Business Managed Workplace allows us to service more clients per man hour. With this greater range of customers we can better spread risk. And I can work on the business rather than in it which opens up a whole avenue of exciting things.”

- *Automated workflows and integration.* According to Brandish, the integration between AVG Business CloudCare, AVG Business Managed Workplace and other apps used by Eagle Technologies delivers “automated workflows so that nothing slips between the cracks.” As an example, when an event happens, AutoTask IT Management Software creates a ticket. AVG Business Managed Workplace then auto-repairs and closes the job, and also documents the history within both systems.
- *Competence and professionalism.* “I have nothing but praise for AVG in the way they conduct their business,” said Brandish.

Profile

Eagle Technology & Solutions Pty Ltd is a dynamic, three year old start up, specializing in physical and IT security for private and public sector organizations of all sizes.

About AVG Business CloudCare & Managed Workplace

The AVG Business suite of security and IT solutions enable service providers to grow their business by providing tailored services that manage and secure devices, data and people to improve efficiency and reduce customer operating costs.

For more information visit www.avg.com/business