

Case Study



Sheffield Systems moves from AVG Business Edition to AVG CloudCare

“ AVG CloudCare is a centralised platform, and AVG is centred on service delivery. Their approach mirrors the way we do business. The rollout of AVG has had a positive effect because it’s all about service and performance. ”

Phil Panks
Managing Director Sheffield Systems

The highly experienced, friendly and dedicated team of five at Sheffield Systems take a no-nonsense approach to all aspects of workplace computer systems. The company provides a wide range of IT support and services from its offices in Sheffield and Rotherham to small to medium businesses operating in the mid-north of England.

A Single Standard Across the Customer Base

As Sheffield Systems' customer base has expanded since the company was established in 2003, so has the number of antivirus products and software vendors that its technicians have to manage.

Phil Panks, Managing Director of Sheffield Systems, said: "We took a strategic decision to standardise on a single antivirus product for all our clients. That product not only had to be the highest quality protection for our customer base but it also had to benefit our business.

By having one AV tool, we were looking to simplify sales and maintenance through a central point. And, by being able to focus on one product, we would be able to reduce training while increasing expertise."

The Solution: AVG CloudCare

Having carefully assessed the available offerings, AVG CloudCare was chosen as the cloud-based security portal on which Sheffield Systems would move its strategy forward.

AVG CloudCare met the selection criteria as its single dashboard covers every supported device on each customer's network and was considered very easy to use.

"The way the AVG platform can be so simply rolled out and managed, it was clearly the one for us," Panks said.

Interactive, Informative Centralised Management

Sheffield Systems is now converting all customers from standard versions of AVG's antivirus, as well as offerings from other vendors, to AVG CloudCare.

Panks considers the AVG core antivirus product to be "non-intrusive, it doesn't get in the way. It works very well in the background as it should."

And the reaction to the new model from the company's clients has been uniformly happy: "They see the trusted AVG logo so they are very comfortable. No one has questioned the move. And they certainly like the price," Panks said.

The centralised AVG CloudCare platform means that Sheffield Systems' staff "can manage all our client environments as if their PCs were in our building. It is so much more interactive and informative," Panks said.

Panks is also impressed by the help AVG provides when unusual or problematic installations arise.

Once the migration to the AVG CloudCare portal is completed, Panks said Sheffield Systems will be free to exploit the further benefits of the platform's integrated toolset - including content filtering, online backup, Secure Single Sign On and email security services - for its customers.

About AVG® Business

AVG Business provides a comprehensive, integrated set of cloud security and remote monitoring and management (RMM) software solutions that are designed to simplify the lives of IT providers, Managed Service Providers (MSPs), and their small-to-medium sized business customers. The suite includes AVG Managed Workplace®, AVG CloudCare™, AVG AntiVirus Business Edition and AVG Internet Security Business Edition; and AVG Business Secure Sign-On, a next-generation mobile device management service.

For more information, visit <http://www.avg.com/partners>.