

Case Study



AVG Managed Workplace makes Cybertill's easy-to-use EPoS systems easy to manage too

I would say that it's a great solution currently and, after talking to AVG's product developers this morning, I think they can make it the leading solution in the industry. It can manage every aspect of our clients' machines from one portal.

Dan Hayes, Technical Director, Cybertill



Cybertill started life in 2001 to provide retailers with electronic point of sale (EPoS) and ecommerce software. Operating on a cloud model from the beginning, the company now has more than 650 customers and supports more than 4,500 individual points of sale, including both the hardware and software.

The challenges of growth

By 2012, the company had a growing customer base with in excess of 3,500 points of sale in operation, but this was not without its problems. Each point of sale consisted of a preconfigured PC running Microsoft Windows. However, customers were not always maintaining or updating them. Performance issues that were unrelated to the Cybertill software itself triggered a growing number of calls to Cybertill's technical support helpline.

'Customers needed to feed and water their machines with proper maintenance,' says Dan Hayes, Technical Director at Cybertill. 'But, many of them weren't maintaining their operating systems or anti-virus software, which in turn was causing problems.'

The result was a growing burden on the company's support services. But it was also an opportunity for Cybertill to provide a value-added service to their customers with remote management and support.

The solution: AVG Managed Workplace

Cybertill started a careful search for a tool that would allow them to offer patch management, proactive maintenance, remote screen sharing, hardware and software inventories and the ability to remotely deploy third party updates, such as updates for browser versions.

After considering a number of different options, Cybertill chose AVG Managed Workplace. The decision was straightforward: 'we liked the growing integration between AVG Managed Workplace and AVG CloudCare,' says Dan Hayes. 'It makes our lives easier and we can use both products and manage them from one central portal.' AVG's willingness to invest the time required to understand Cybertill's business also impressed.

Cutting costs, improving customer service

'We signed up for AVG Managed Workplace twelve months ago and it's working out brilliantly,' says Dan Hayes, 'we've deployed it to 800 client systems so far and by Christmas 2015, we'll have rolled it out to most of the 4,500 tills.' The benefits are already clear:

- **Fewer support calls.** Cybertill's engineers can reactively manage updates and check that they won't conflict with the company's own software before allowing them to go ahead. This has already reduced the number of calls the company gets on 'Patch Tuesdays' when Microsoft issues new updates. 'We've seen a definite reduction in the number of operating system related help desk tickets from clients running Managed Workplace,' says Dan Hayes.

- **Improved compliance.** The ability to offer additional managed services to keep systems up to date and secure helps Cybertill's customers to meet the PCI-DSS and other security standards required of them. This helps customers who might otherwise struggle with configuration management and system inventory reporting, among other requirements.

As the company rolls out Managed Workplace to its entire customer base, Dan Hayes expects to be able to utilise his key resource on providing a better support service and achieving greater efficiency; which is good for the business and good for customers.

AVG Managed Workplace is a remote monitoring and management software and services platform used by thousands of IT service providers around the world to deliver comprehensive IT support to small and mid-sized businesses. AVG Managed Workplace's extensive management and automation features, deep integration into the IT ecosystem and fully integrated white label NOC and Help Desk services allow IT services providers to remotely support all of the IT products and services their end customers rely on from a single web-based dashboard.

It's going to reduce the number of calls, which in turn allows us to provide a better level of service to our customers.

Dan Hayes, Technical Director, Cybertill