

# »» Well Managed Computers Lead to Happier Customers



One of Sweden's largest finance and insurance companies AFA, leads the way in offering superior customer service and support. Despite having more than three million customers throughout Sweden, AFA doesn't maintain regional offices and handles customer communications by phone out of its headquarters in Stockholm. In order to avoid misunderstandings that can happen without face-to-face contact, AFA representatives require excellent customer service skills. Also important is that the customer service offered be speedy and efficient, especially if a claim requires sensitive and/ or personal information.

Through superior communication skills and service efficiency AFA has been able to create a culture of success. Through the use of LANDesk® Management Suite and LANDesk® Patch Manager they are able to support the stability of work processes that keep each individual computer—and its user—performing at its peak, a must-have to deliver first-class customer service. This works not only for the AFA, but also for its three subsidiaries, AFA Livsförsäkring, AFA Sjukförsäkring, and AFA Trygghetsförsäkring.

## Updating Every Computer Every Weekend

“By implementing LANDesk Management Suite we ensure that the latest patches for operating systems and applications are delivered and installed on all personal computers. Most of the updates target operating systems and security settings, so we use LANDesk Patch Manager for routine delivery and updates every weekend and outside operating hours. “Originally, we were using native tools for these updates, but have found that LANDesk Patch Manager performs the updates in a much more stable way,” says IT technician Leif Karlsson.

“We're also using LANDesk Management Suite for deploying operating systems to hundreds of machines. All of AFA's 500 employees working on customer cases on a daily basis have an identically configured personal computer. If any one experiences a problem, the fastest fix is to immediately deploy a new OS image.”

## Almost No IT Problems

As a direct result of using LANDesk Patch Manager, AFA rarely has any trouble with their PCs. Thanks to a strict security policy, AFA protects itself against unauthorized, problem-generating software install. End users in the company are not allowed floppy drives or full access to their local hard drives. For performance reasons, operating systems and applications are installed on each local machine. But end-user's computers function partly as thin clients with all data stored on central servers.

### Business Needs:

- Keep 800 PC's fully operational and stable
- Restrict downtime of a user's PC to 30 minutes maximum

### Solutions:

- LANDesk® Management Suite
- LANDesk® Patch Manager

### Business Benefits:

- Able to update 800 PC's with the latest patches and security updates during off-hours and without impacting user productivity or customer service
- Able to automatically deploy applications and updates from one central location
- Increase help desk services and reduce IT time requirements with remote control capabilities
- Reduce PC downtime with operating system reinstalls in minutes

"AFA has been a LANDesk customer since 1998. Our initial focus was on remote control for support purposes. This is still being used today, because even though all employees are in the same offices in Stockholm, it still saves us time and ultimately money to use remote control for solving support issues instead of moving around the building to answer every question" says Karlsson.

### Maximum Thirty-Minute Downtime

"With such a tool at hand we haven't had to increase the number of IT personnel nor have we had to reduce service levels for other departments within the organization. Our current policy is that if a computer fails, we must have it up and running again within 30 minutes" Karlsson continues. "LANDesk allows us to keep to our policy."

Fifteen of the AFA's 50 IT employees are working on technical issues, a relatively small number for an organization with 800-plus employees. Leif Karlsson claims that "LANDesk Management Suite has been a great help. I can't even begin to speculate about the volume of resources we've saved."

"For example, recently we installed and configured 400 computers over a weekend, it's obvious that the payoff is huge, and the results speak for themselves. We started on a Friday afternoon when the employees went home for the weekend. When they returned Monday morning, all the machines were installed and ready. This would be impossible for us without using a solution like LANDesk."

### Efficiency the Key

AFA uses a total of 1,100 LANDesk® licenses for its LANDesk Management Suite and LANDesk Patch Manager solutions. The company manages assets and finances valued at 165 billion Swedish Kroner; a big task in itself and the reason why AFA focuses on being able to administer and maintain its infrastructure in the most efficient way possible.

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LEIF KARLSSON

IT-TECHNICIAN

AFA



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