



CUSTOMER

AVG Reseller: WN1 IT

Client: Roberts & Roberts **Country:** UK

Sector: Chartered Surveyors

Users: 8

Website: www.robertsandroberts.co.uk

AVG solution: AVG 2011 Anti Virus Business Edition

Less time managing IT, more time earning fees

“Where rival brands try to add features you’ll never use, AVG does exactly what it says on the tin and nothing else. It’s perfect for the business environment.”

Kevin Bates, Technical Director
WN1 IT

PROFILE

Small to medium business across the North West of England rely on WN1 IT to keep their technology where it should be – helping business move forward without getting in their way. Their clients, Roberts & Roberts, are a small team of chartered surveyors focused on running a lean and agile business, where management time is committed to delivering fee-earning work of the highest standard.

THE CHALLENGE

Through acquisition and organic growth Roberts & Roberts had outgrown their IT infrastructure, which lacked the facility for central control, was not as stable as they needed and featured home edition protection from a variety of vendors. They were also dissatisfied with the responsiveness and pro-activity of IT support provided by the incumbent VAR.

THE SOLUTION

Roberts & Roberts moved their IT support account to WN1 IT, who enjoyed a reputation for pro-activity and responsiveness. With a brief to at once take the IT infrastructure to a professional grade, WN1 immediately recommended the move towards server based infrastructure and an upgrade to AVG 2011 Anti-Virus Business Edition.

THE BENEFITS

The changes freed the partners of Roberts & Roberts from regular interruptions, delays and complications. The server based solution allows WN1 to remotely manage centralised IT, with system protection no longer getting in the way of fee earning business.



The Situation

Too big yet too small

Making the leap from domestic grade IT to business class systems doesn't mean complicating life. In fact it can dramatically simplify it.

As a small business of eight professionals, Roberts & Roberts had logically taken the decision to outsource IT support. The problem, however, was that their IT infrastructure was not up to the professional grade that their expanding business needed, while their IT provider appeared to consider their business too small to deliver a proactive service for.

This left R&R with recurring headaches and no lasting solution was being provided. Their IT consisted of networked standalone desktops, each of which featured different Anti-Virus vendor protection with home edition license expiry dates that reflected the date of purchase.

The Implications

Interruption, risk & delay

The lack of a central server worked against system stability and central management, leading to end user interruptions, delays and frustrations, plus a heavy reliance on an unresponsive VAR.

The fact that each end user operated different vendor software with different expiry dates meant that licenses had often expired and the system was unprotected, upgrades were missed and the directors were interrupted frequently to renew licenses on their credit cards.

Phil Cooke, Director of Roberts & Roberts explained the implications of multiple Anti-Virus applications across individual PCs, "Important pop-ups and sites needed for our day-to-day work

were being blocked by some software but not others, while irrelevant pop-ups that should have been blocked seemed to be getting through the system."

With high value clients in commercial and residential sectors of the property market and clear professional data protection responsibilities, the directors of Roberts & Roberts realised that not only was operational efficiency at stake, their reputation and legal obligations were being placed at risk too.

The Need

Responsive provider, rationalised AV

It was time for Roberts & Roberts to take their IT infrastructure and protection to a manageable and affordable business class level. They turned to small business IT specialists WN1 IT, a VAR enjoying an enviable reputation for best advice and responsive service.

The brief was simple: "We wanted a solution that would take away headaches, distractions and delays. We wanted a platform from which we could expand the business efficiently and that would stand the test of time and we needed our protection to be of the highest level without getting in the way," explained Phil Cooke of R&R.

Kevin Bates, Tech Director at WN1 IT understood that the previous solution of standalone Anti Virus products with different versions all expiring at different times simply wasn't a viable business option. "Keeping track of all the expiration dates and ensuring that all users were receiving the right level of protection was a real headache, we knew that using AVG and its central management would relieve the stress and make life simpler."

Why AVG?

- 110 million business and home-users worldwide
- 1 million more users every month
- Trusted by the world's most demanding businesses
- Comprehensive business protection – file server, email server, workstation
- Multi-award winning performance
- Engineered for no-compromise protection that is easy to live with
- Unique LinkScanner® technology delivers real-time protection
- Comprehensive support and service

For more information visit www.avg.com



The Solution

Right-sized package, right-sized partner

Acting as a virtual IT department, WN1 installed a server at Roberts & Roberts with a central console managed remotely. This allowed any changes and updates to be completed in minutes and without interruption to the end user.

As Roberts & Roberts continues to expand, their computer infrastructure needs to evolve. For Roberts & Roberts, WN1 IT is seen as an extension of their company, providing a virtual IT department. Their responsiveness and intuitive solutions maintain a relationship of trust and support.

Tech Director of WN1 IT, Kevin Bates explains why they chose AVG, "Where rival brands try to add features you'll never use, AVG does exactly what it says on the tin and nothing else. It's perfect for the business environment."

Kevin also highlighted that it's not just the product itself that drives confidence, but AVG's UK technical support is seen as second to none. "It's reassuring when you call and speak to a team member who knows you, your company and understands how to deal with the issue quickly and efficiently. Ultimately the ability to deal directly with AVG reduces delays and enhances the service that they provide."

The Experience

Faster work, fewer problems

Phil Cooke, Director at Roberts & Roberts explained, "Since the installation of AVG on to one single point our life is so much easier. Communication with WN1 IT is now minimal, as there are fewer issues, which is a sign that they've done a good job. Within just 20 minutes of installing there hadn't been a 10th of the problems experienced previously."

One of the new features with AVG 2011 is Smart Scan, which learns which files are certified and safe then scans only new, uncertified files. When AVG 2011 Smart Scan does scan a user's computer it pays attention to the system resources in use and only scans those resources not being used, allowing the computer to run faster during the virus scan process. Phil Cooke also noticed this feature, "AVG picks out viruses straight away and quietly does it in the background without interruption, whereas other software seems to jump out at you slowing the system down."

Download AVG Software Today

Try AVG software for 30 days with free support – with no obligation to buy. During the trial period, you have full access to all programme functionality as well as free, round-the-clock technical support.

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About AVG technologies

Since 1991 AVG has championed the cause of Internet Security for all. Its team includes many of the leading experts in software development, threat detection and prevention and risk analysis. The business solutions this team delivers are always innovative, effective and comprehensive. Critically for smaller businesses, they deliver this uncompromising protection in the fastest, lightest and most user-friendly way possible.

A strategy of closely matching product and support to the real-world needs of both business and home has rewarded AVG with more than 110 million active users worldwide. A multitude of awards and the recommendation of experts in business protection bear testimony to the benefits of the AVG approach.

AVG Business Edition products support all the major operating systems and platforms and cover email, file servers and workstations. This range is distributed globally through a carefully selected reseller base and directly via the web.

AVG is already the world's fourth largest vendor of Anti-Virus software and is continuing to grow rapidly. Nearly 6,000 resellers, partners and distributors – including Amazon.com, CNET, Cisco, Ingram Micro – team with AVG. These partners recognise the need for the faster, lighter business-class protection that defines the AVG experience.

For more information visit www.avg.com

