



Reduced downtime by 37%

“Now we’ve installed AVG Anti-Virus Network Edition we know far more about the devices on the network than ever before. Oh, and it stops viruses too, which is a nice bonus.”

Ian Yates, Network Administrator  
Great Ocean Products

## CUSTOMER

**Client:** Great Ocean Products

**Sector:** Frozen food suppliers

**Country:** Australia

**Users:** 30+ across 5 locations supported remotely

**Website:** [www.greatoceanseafood.com.au](http://www.greatoceanseafood.com.au)

**AVG solution:** AVG Anti-Virus Network Edition

## PROFILE

Great Ocean Products began as a specialty importer of frozen seafood for the restaurant market, and quickly grew from its base in Sydney to branch offices in Coffs Harbour, Pambula, Evans Head and Maryborough. The company now supplies all manner of frozen and fresh foods to restaurants and cafés.

## THE CHALLENGE

- Network administered anti-virus software, which can be remotely managed over the Internet.
- Simple low-cost no-fuss licensing scheme, flexible enough to allow easy additions and changes as PCs and laptops are replaced.
- Pro-active vendor support staff to fill in the blanks.

## THE SOLUTION

### AVG Anti-Virus Network Edition

- Ease of configuration, deployment, and management
- Single solution for protection against viruses, spyware, rootkits and other malware
- Unique real-time protection against poisoned websites

## THE BENEFITS

After rolling out AVG’s anti-virus code across 50 PCs in five locations, we know it works for us,” said Yates. “Since the rollout, there have been no issues at all, and even better, no spurious support calls. The price was right, and the flexible licensing policy is just way too sensible.”

## The Situation

Great Ocean Products began as a specialty importer of frozen seafood for the restaurant market, and quickly grew from its base in Sydney to branch offices in Coffs Harbour, Pambula

Evans Head and Maryborough.

The company now supplies a wide variety of frozen and fresh foods to restaurants and cafés. All the branches are linked via Netgear Pro-series VPN routers, and each branch runs Windows Server 2008 to support their eSuite ERP application. The network is managed remotely by networking integrator Ian Yates, proprietor of Yates Technology, who operates via the Internet from the Mid North Coast of NSW.

Great Ocean Products began the search for a new anti-virus program began after their previous supplier was acquired by one of its competitors, which also entailed a considerable price hike when it was time to renew. So Yates went looking around to see what else was on offer, and of course, to see if the price could be improved.

At the top of the list of requirements was a network-friendly anti-virus solution that could be centrally managed, not just to save broadband downloads, more to be sure that all the workstations were properly protected. Also, since Great Ocean Products uses remote IT administration, a single point of access makes management from afar much easier.

The next criterion was for an anti-virus program that isn't obtrusive. The company wanted software which only produced an alert when there was a real problem needing serious attention.

Too many of the available anti-virus programs produce pop-ups far too often with unimportant information that just further create unnecessary support calls.

## The Implications

IT ... low interest, high importance

After its review process, Great Ocean Products selected the AVG anti-virus offering, because it claimed to be both network-friendly, and user-friendly, and the same code would secure both desktops and servers. Also, the AVG licensing method only counts "devices" so you don't need to buy separate server and desktop licences and keep track of how many of each you've used. All you do is count your "boxes" and pay for that number in your licence. The company decided to take advantage of the 30-day free trial and asked its IT administrator, Ian Yates to proceed and discover how it all worked in practice.

Sure enough, after downloading to the server, and installing the supplied administration console, Yates found he was able to discover all the PCs on the network and send them a copy of the AVG anti-virus software. This all went quite smoothly, although a little slowly when connecting over the VPN to branch offices, which wasn't entirely unexpected.

## 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.au](http://www.avg.com.au)**



## The Solution

### So, why AVG?

Following implementation Yates' consideration of installing an admin console on each branch server was handled quickly and easily during a follow up call from AVG. There was no issue of running multiple servers with admin consoles and no changes to the original licence was required, a fact that Yates appreciated.

Yates then installed the console onto the branch office servers and the PCs in each branch collected their updates locally after that. He could still look at all the PCs across the VPNs from the central server, just to be sure that everyone was protected.

Another side-benefit of the admin console is that it also tells you what version of Windows is installed on the desktops. That turned out to be rather useful when Great Ocean Products began a rollout of 20 new PCs running Windows 7.

The imminent rollout also created another question for AVG tech support. Now that the 30-day trial was about to expire, but the company hadn't yet taken delivery of its new PCs, should they install the actual AVG licence on the old PCs first?

This would require Great Ocean Products to unregister each PC, then re-register the new PCs. When this was explained to AVG they confirmed that the exercise would be time consuming and they immediately provided a 30-day extension on the trial period.

Additionally during the call Yates clarified that the AVG anti-virus solution would be able to run on Windows 7. AVG tech support confirmed that this was the case and also outlined the potential issue of the admin console being unable to push code to some PCs.

The AVG tech support team supplied a workaround, which just requires the Win7 PC to "pull" the code rather than having it pushed, however in the end Yates didn't need the workaround. There were only three PCs that ignored the "push" of anti-virus software, and they quickly succumbed after a re-boot, which was quicker than paying a physical visit or even jumping into the PC using Remote Desktop Connection.

## The Experience

"Since roll-out there have been no issues at all"

"After rolling out AVG's anti-virus code across 50 PCs in five locations, we know it works for us," said Yates. "Since the rollout, there have been no issues at all, and even better, no spurious support calls. The price was right, and the flexible licensing policy is just way too sensible."

## 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.

**Visit <http://www.avg.com.au/download> to download today.**

## 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 testament 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.au](http://www.avg.com.au)**

