



"We work with standards, because it is vital that users have the same IT experience no matter where they are located. PerformanceGuard lets us achieve this."

IT Support Manager
Peter Nordestgaard
VIA University College

Professional IT Tools Help VIA University College Stay One Step Ahead

Efficient IT standards and satisfied end users are a must for the IT department at VIA University College. PerformanceGuard is the professional and reliable IT tool that makes it possible to stay on the cutting edge.

It is all about standardization and about being one step ahead, when more than 10,000 computers across 52 locations are to be managed together with 50,000 end users and 17,000 bring-your-own devices on the network.

– It may seem like big figures, but our focus is constantly on scalability so that we can do things again and again. We work with standards, because it is vital that users have the same IT experience no matter where they are located. PerformanceGuard provides an informed snapshot of the quality of the IT services that we deliver to our users, says Peter Nordestgaard, IT Support Manager at VIA University College.

We meet with Peter Nordestgaard at the IT department's main office in Denmark's second largest city, Aarhus. From there IT services are delivered to all students and employees at VIA University College's eight campuses. The department's 75 employees are also responsible for the IT Service Community that delivers a wide range of technical and educational IT services to 20 youth education programs across Western Denmark.

A GREAT COMBINATION

VIA University College has used Capalnstaller from CapaSystems as their Computer & Device Management solution since November 2009. At the end of 2012 the performance monitoring tool PerformanceGuard also became part of the IT department's toolbox:

– PerformanceGuard and Capalnstaller work very well together. The two tools provide a perfect overview and contribute to the professionalization of our department. They help us keep a sharp focus



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on our service deliveries, and with 10,000 computers at 52 different locations PerformanceGuard provides a much better picture of how computers perform than subjective user statements like “My computer is slow ...,” Peter Nordestgaard explains.

PROVING PERFORMANCE

Initially, the Support Manager expected that some systems at the many locations would be slower than others. With many different network providers it was likely to be that way. However, another much more positive picture emerged:

– PerformanceGuard is a powerful tool, and its reporting features are really good. For example, it appeared that variations in network speeds and login times were actually within acceptable ranges, says Peter Nordestgaard.

Reporting was one of the first PerformanceGuard features that VIA University College embraced. PerformanceGuard now delivers monthly reports to the youth education programs of the IT Service Community as well as to employees in IT support functions. Among other things the location-specific reports contain top 20 lists of computers with the longest startup and login times at each location.

IMPROVED BUDGETS

– It has not yet been fully formalized, but we are investigating what kind of value PerformanceGuard can provide: We can draw information from PerformanceGuard that can be very helpful for a dedicated supporter. Also, it will not be long before we will present the tool to the top management of the IT Service Community. For example, we will be able to offer management insight into the state of IT services, such as an overview of which computers need to be phased out and when. Peter Nordestgaard is sure that this information will help provide a platform for informed IT budget-making.

PerformanceGuard has proved to the Support Manager that IT service deliveries at VIA University College are generally fine. No big issues have yet come up, and people are generally very satisfied with the way that things run.

– The monitoring that we have set up is meant to enable us to act proactively. Instead of just waiting for end users to report that systems are slow, we will be able to act before end users experience any problems. I have no doubt that if there is a sudden change in user experiences, we will use PerformanceGuard to pinpoint the problem, Peter Nordestgaard ends.

About CapaSystems:

Software Solutions for Computer and Device Management, Performance Monitoring and end-user satisfaction: At CapaSystems we are dedicated to creating a future where smart technologies will eliminate all manual processes. We do this by providing expertise and smart, proprietary software that unleashes the full potential of our customers' IT-operation.

CapaSystems is a Danish software vendor established in March 1996. Today we have customers worldwide and strong partner channels in Scandinavia, Central Europe and the USA.

- VIA is the result of a merger between the Alpha Centre for Higher Education, the Mid-West Centre for Higher Education, the Vita Centre for Higher Education, the University College Jutland, Vitus Bering Denmark and TEK0
- VIA has 25 addresses in the Western Denmark region
- VIA consists of eight campuses in the following cities: Herning, Holstebro, Horsens, Randers, Silkeborg, Viborg and Aarhus
- VIA offers a wide range of courses in areas such as Creative Industries, Education & Social Studies, Health Sciences and Technology & Business
- VIA has a turnover of Dkr. 1,5 billion