



New Device Management System implemented in 3 weeks only

3 weeks. This is how long it took the Holbæk Municipality to have its new Device Management System, CapaInstaller, installed and ready for content from the moment the agreement was signed. The reason why the municipality was able to launch such a large-scale project in such a short time was both efficient project management and quick decision-making times in the municipality's IT department.

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IT OPERATIONS COORDINATOR
MADS PETER SIBONI
THE HOLBÆK MUNICIPALITY

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SEAMLESS IMPLEMENTATION DESPITE MAJOR OBSTACLE

The launch of this extensive IT project actually did not go without its hurdles. The new Device Management system, which is supposed to handle the municipality's more than 4,500 devices, was namely scheduled for implementation at the very height of the corona crisis, when the country as a whole and, in particular, all municipality offices were locked down.

The entire process therefore had to be coordinated from home offices, via virtual meetings and with a lively, common chat room, where all agreements were concluded.

“Lars was extremely accessible throughout the entire process. This was what, in my opinion, was crucial for ensuring that everything went on so well; and, in all honesty, there is literally nothing I can put my finger on,” says Mads Peter Siboni and continues:

“Lars has brought so much energy and enthusiasm to the entire project, and it has rubbed so much off on everyone that the process has been a pleasure for me and my team. This has made my employees super motivated to get going and has also made it a very fun job for them, too.”

CAPAINSTALLER FIT ALL PARAMETERS BEST

Even if CapalInstaller was not the cheapest system Mads Peter Siboni had been keeping his eyes on, it was nonetheless the system that ticked off most relevant boxes for the municipality.

After all, CapalInstaller's implementation was not a cost-saving measure. It was rather aimed at raising the quality of the IT Department's output to users by automating and streamlining the Device Management processes and ensuring the future scalability of the solution.

"What is important to was to have a flexible system that could be adapted to our needs. At the same time, we also consider it essential to be able to easily contact support so we can quickly and effectively deal with any problems we may encounter along the way," says Mads Peter Siboni.

"We come from a different system, which was more rigid, and where it was difficult to get qualified support. CapaSystems offers some flexibility and some functionalities that make it possible for us to get great value for money," explains he.

DANISH EXPERIENCE GROUP VITAL FOR THE DEVELOPMENT OF THE SYSTEM

It might sound odd, but it was actually not unimportant that CapaSystems continuously arranges user group meetings, where CapalInstaller users can share their experience, get information on and provide input for coming features to CapaSystems' developers and consultants.

With more than 15 years in the industry under his belt, Mads Peter Siboni knows that to avoid painting yourself up into a corner where, you can neither develop yourself, nor the working methods you are using, you need external input.

The so-called "CapalInstaller User Group" was therefore also an important factor for Mads Peter Siboni when he was considering systems.

"It always gives lots of food for thought to hear how other IT departments are using the system we are working with on a daily basis. This means that we get input on how to make our workflows more efficient and how we can come closer to a more automated workflow so our employees can focus on the interesting and demanding part of their jobs and leave over all trivial stuff to the computer," concludes Mads Peter Siboni.

FACT BOX

- The Holbæk Municipality has more than 4,500 computers distributed across all kinds of functions, from administrative employees to teachers and educators.
- The Holbæk Municipality has opted to manage the installation of software packages with CapalInstaller and expects to phase out their previous system in the course of the summer of 2020.
- CapalInstaller is a Device Management system that administers the centralised management of software packages and updates for all types of digital devices digitale enheder.



CapaSystems
...because time matters



CapalInstaller

CapaSystems is a Danish owned software company that helps IT departments all over the world ensure that their users get the most out of their IT devices. We do that by developing software solutions that provide overviews and help automate and standardize IT infrastructures and end users' IT tools.

CapaSystems is behind the development of the two software solutions CapalInstaller and PerformanceGuard and currently employs +50 employees located in Taastrup and Skanderborg. CapaSystems' solutions are used in a large number of Danish and international companies