



VIA University College: Economies of Scale at the IT Department

7,000. This is the number of computers that are prepared and maintained using CapaInstaller by a team of centralised and local supporters at VIA IT.

The guys at VIA University College know what it means to have a solid overview of your IT infrastructure.

“It is a matter of offering our users a good solution so they can themselves pick the software afterwards, when they have the computer. And this is exactly what CapaSystem does for us: it makes sure that the three employees of mine on the Client Management team can prepare their installations and make sure that they are always up to date with drivers and Windows versions.”

HEAD OF INFRASTRUCTURE
TIM KIRKETERP
VIA UNIVERSITY COLLEGE

VIA's IT Department has three employees in its Client Management Department, who takes care of a total of 7,000 computers divided between VIA's own organisation and their cooperation partners, including, among others, the Danish School of Media and Journalism and ITS, which is an IT community of some 20 other schools in Central and Northern Jutland.

CAPAINSTALLER GENERATES ECONOMIES OF SCALE FOR VIA IT

When you are entrusted with the management of that many computers, the most important thing is to maintain an orderly structure so that everything, from new updates to maintenance, stays easy and transparent:

“Just like any other organisation with lots of computers, we always try to put them into one or another form of structure — both when it comes to making computer installation standardised and relatively easy and when we talk maintenance,” says Tim Kirketerp, Head of Infrastructure at VIA IT, and continues:

It is a matter of offering our users a good solution so they can themselves pick the software afterwards, when they have the computer. And this is exactly what CapaSystem does for us: it makes sure that the three employees of mine on the Client Management team can prepare their installations and make sure that they are always up to date with drivers and Windows versions.”

Thus, when installing a new computer, it is important to make everything as frictionless as possible, and this is the task of our Client Management employees.

They are namely entrusted with the central management of those 7,000 computers. In addition to them, there are local IT supporters at the 30 addresses supported by the IT Department, who press a button to activate the new installations.

FLEXIBLE AND RESPONSIVE COOPERATION

In line with the growing cooperation with VIA, there has been plenty of discussion about how we can do our jobs in the best way possible.

“Over the years, our team has enjoyed an excellent dialogue with CapaSystems, and they have been very responsive to our requests about the system. We know that the system works, and Capalnstaller makes our job easier by being simple and transparent, allowing my three colleagues to react with lightning speed using Capalnstaller.”

Quick reaction time was something the IT Department had to pick up in no time during the coronavirus lockdown in March 2020, which caused certain challenges and generated, in particular, a number of other tasks for the Department. This is why we screwed on a couple of parameters to a sustainable VPN solution that solved some of the IT “pickles” they had run into.

“Since users were not on the network as often as was required by Capalnstaller to function to its optimum, we feared we could fall behind with regard to our software roll-outs,” says Tim Kirketerp and continues:

“But we solved this challenge by working with CapaSystem and a VPN connection, so we have more or less taken care of this,” says Tim Kirketerp.

REPORTING AND IT SECURITY

With so many devices in several locations, reporting is an important part of the maintenance of an IT infrastructure. Therefore, VIA uses Capalnstaller for reporting so that they know how many people have a specific program and if there are some who do not have it or lack an update.

“We can get quick feedback from our users, which helps us realise if, for example, we are behind with updates or suchlike. So we use Capalnstaller to find out how far ahead we are and what we are missing as well as if there is something left to deal with.”

In addition to user reporting, Tim Kirketerp and his team uses this information for their IT and information security.

“As we can react faster and reach many computers, this also means that we can quickly plug security holes if there is a vulnerability in a certain software program. After all, Capalnstaller guarantees such a speed that we can update all computers in a flash. “This, I think, is important,” says Tim Kirketerp and continues:

“Nowadays, it is important to have a high security standard, which is why we direct a lot of our focus in this direction. We must make sure that we are not attacked, while at the same time ensuring it that we meet the legal requirements.”

STANDARDISATION PROVIDES STRUCTURE

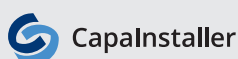
When you manage so many units, you need a technical setup that can handle the generated traffic, while simultaneously ensuring that security is always up to date.

Therefore, Capalnstaller gives VIA certain economies of scale that Tim Kirketerp emphasises and concludes:

“As an IT engineer, I will, after all, stress the economy of scale — barring that our team of supporters could never make our 7,000 computers run as they should. Thanks to the structure we have introduced for our user computers, we can react in a timely and standardised fashion. And so we look forward to the time when CapaSystems will also be able to manage the numerous Mac computers we have in our environments.”



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 Capalnstaller 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.