



EDC:

CapaSystems listens

“You really listen and are interested in our opinion.”

Those words came from Tobias Sonne Nielsen, IT consultant, EDC-gruppen, when we called him to talk about the reasons that EDC-gruppen uses CapaSystems to manage slightly more than 2,000 devices at the estate agency chain every day.

“I had just joined the department when we started co-operating with CapaSystems, and the way development is going, we have no intention of switching any time soon.”

IT CONSULTANT  
TOBIAS SONNE NIELSENI  
IT OPERATION DEPARTMENT  
EDC-GRUPPEN

The IT operations department of EDC-gruppen consists of only three persons who maintain the many devices.

Three persons in charge of updating drivers and making new computer models ready. If they also were to make each machine ready, things would get out of hand. Fortunately, CapaSystems' solution is so intuitive that each agent can make his or her own computers ready, allowing Sonne Nielsen and his team to focus on getting the IT infrastructure running smoothly.

Solving that task obviously requires technical aids to automate processes and simplify work so that no one will drown in “loading” bars. EDC-gruppen uses Capalnstaller to manage the updating and software task and has been loyal customers with CapaSystems for more than ten years.

“I had just joined the department when we started co-operating with CapaSystems, and the way development is going, we have no intention of switching any time soon”, says Sonne Nielsen on the phone and continues,

“We use CapaSystems to e.g. push our agent software to our users, and in that way, we can make sure that the software is up-to-date with the new features which our developers have made for them. It's super simple.”

### DIRECT CONTACT TO TECHNICIANS

It is no secret that we at CapaSystems work fiercely to keep our developers close to the customers.

We're not really fans of the idea that there must be a consultant-seller link between our technicians and the customers who are the ones using our systems in the field.

"CapaSystems always makes you feel like you're a huge customer. When you call in to ask about something or has a request for a feature, you won't end up with some ignorant supporter. You talk to a supporter who knows the ropes 100 %, and if the issue is specifically difficult, they will transfer you directly to one of the developers behind the system. You don't very often have as much direct access to competent technicians as with CapaSystems", says Sonne Nielsen.

### PART OF INFLUENCING DEVELOPMENT

Specifically the availability and adaptability are among the specialities we can use when comparing our services and products with some of the other major players in the market.

"CapaSystems won't make you feel lost in the crowd. This means that we can always be part of influencing the direction and development of CapaSystems' solutions. Obviously, that is extremely important to the way the systems match our business and our specific needs", says Sonne Nielsen and continues,

"If for example you use Microsoft and have a request for a feature, well, then it's like shouting into the wind. We would always be too small to have any influence at all on development. It's not that way with CapaSystems."

### READY WHEN THINGS GET OUT OF CONTROL

"It certainly wouldn't be my first call to Dan Svendsen, our contact, late in the evening because something has reached a deadlock", Sonne Nielsen says, laughing.

Although CapaSystems' support normally closes at 4.30 pm, we've probably all tried finding ourselves in a situation that simply needs solved. Now. Sometimes it might be a matter of the employees not being able to use their computers when turning up for work the next day. Therefore, we're ready to walk that extra mile to solve the problems which simply cannot wait.

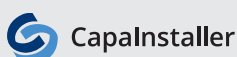
"There's no way I expect them to be ready with support at eight or nine in the evening. But those few times I've called Dan in the evening, he knows that things are getting out of control, and he'll help me find a solution. Thirty minutes or an hour later, things are back on track. That is great service", finishes Tobias Sonne Nielsen.

#### FACTS:

- EDC was established in 1971 and now they has more than 230 independent stores and approximately 1,700 employees. They cover the whole of Denmark and can target their efforts so that both buyer and seller get the most out of local knowledge and expertise.
- At edc.dk you can search among all the homes that are for sale all over the country.
- Capalnstaller is a Device Management system that administers the centralised management of software packages and updates for all types of digital devices.



*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 software solutions Capalnstaller, PerformanceGuard and the cloud solution CapaOne and currently employs +30 employees located in Taastrup and Skanderborg. CapaSystems' solutions are used in a large number of Danish and international companies.*