CASE STUDY

EUROINS
MEMBER OF EUROHOLD

Streamline the process of hardware updates with Axence nVision®

EUROINS Insurance Company has offices in more than 87 cities and works with over 1 500 intermediaries.

IMPLEMENTATION

| April 2019 | 500+ workstations | Network | Inventory | Users | HelpDesk | DataGuard |

CHALLENGES:

- improving the process of hardware upgrades
- keeping OS up to date
- providing fast and successful remote support
- protection of sensitive data in insurance company

ACHIEVED BENEFITS

- version tracking and streamline hardware updates
- easy monitoring of custom apps and services made for company
- remote access functionality save tons of employees' work hours weekly
- fast ticket operations bring customers satisfaction

nVision solves challenges which are specific in the insurance industry. It helps to meet the GDPR requirements through easy monitoring of files containing private data – access times, changes etc.

HelpDesk module is predominant in EUROINS. The key benefit is the built-in VNC remote connection without the need of introducing an IP and username. Using this functionality for remote access to end user workstations employees' saves tens of hours weekly.

Benefits from user management are also meaningful, especially functionalities below:

- for each single user a different profile can be created with different rights,
- the use of hardware can be restricted for every user,
- each computer can be accessed remotely with the consent of the user.

> *"The reason to implement Axence nVision® was that it's easy to deploy and manage, mostly the all-in-one administrator console that collects and relates the information between modules. We have used Axence technical support several times and they were very fast to respond".*
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> DIANA TODOROVA, CIO