



Atea and aPak

Case study

Enabled and self-served users
to not depend on IT anymore

“Atea Device as a Service has transformed aPak IT infrastructure to a much more end-user friendly environment. The solution is so simple to understand and use, there is almost no support needed anymore. All my users are self-help enabled and their devices are kept highly secure.”

- Erik Rosenberg, IT Manager, aPak

Before

For many years users have perceived IT not only as a support role for the core business, but also as an independent function that needs to be developed, nurtured and taken care of.

One of the most solid segments of the IT infrastructure is client management. In a classical setup this segment consists of management of the device, image, applications and many more components. All of this with the main function to ease and secure users' interaction with the device that requires manual effort from the technicians involved in the delivery.

Traditional client management demands effort from the IT department, but with the fast rhythm the business requires it is also affecting the life of users. And the affect is very direct as the users are dependent on internal procedures and SLAs. Unfortunately, these SLAs and procedures work very well in theory but not always go together with the agile pace the business depends on.

One might say that client management is all about the end-user, and it is, but nowadays we are also focusing on the professionals ensuring the service. This group, the often-forgotten stakeholders of the IT infrastructure, for them less manual work in client management means more time for development of new ideas and features that support the company's core business.

Over the last couple of years, the users' perception of IT has changed dramatically starting with the requirements towards devices, mobility and flexibility to work from anywhere in the world and always secure and up to date platform.

All the before mentioned has been acknowledged and theoretically considered for several years but the first real pioneers, driving the change and the demand for a new way of client management, have been small and midsize businesses. They represent a very competitive and rapidly moving market that forces companies to change, optimize and innovate.



Atea DaaS @ aPak

In early 2017 aPak started looking for a solution that would allow their IT department to meet the rapidly increasing requirements of their employees. Requirements like anytime, anyplace and anywhere.

"When I started here we just inventoried the systems to understand what services we are selling to our own company and supplying our users with. We saw that there were some difficulties to give users the service they were expecting, they were expecting much higher SLAs from the IT department than we could deliver." says Erik Rosenberg, IT Manager of aPak.

The chosen solution was Atea's cloud based client management service Device-as-a-Service (DaaS) that provides customers with managed, secured and self-serviced workstations with no involvement from the IT department required. Besides the easy setup, DaaS also includes in-built antivirus solution, self-service portal for applications, 40+ applications with updates and maintenance, antimalware policies, service support and allows each end-user to utilize up to 5 devices. DaaS keeps Windows 10 evergreen.

"You have to look at DaaS and see what it is actually giving you because what it is taking away from your department is kind of the core thing that the second line and third line have been doing all the time but when you look at what the service supplies it gives you the advantage of going forward, making your technicians - second line, third line - do something else than just repackaging Java, changing the hard drive. No one thinks this is fun and no one actually loves you for doing this." summarizes Rosenberg.

"DaaS is taking away from your IT department the core thing that the second line and third line have been doing all the time. It makes your technicians do something else than just repackaging Java, changing the hard drive - no one thinks this is fun and no one actually loves you for doing this."

**- Erik Rosenberg,
IT Manager, aPak**

About Atea Global Services

Atea Global Services is part of the Atea Group - the leading Nordic IT infrastructure company and the 2nd largest in Europe with more than 7.000 employees and a revenue of more than EUR 3,5 billion in 2017.

We are the Global Operations Center (GOC) for Atea and as such we deliver world class managed services focusing on the Digital Workplace, Services Desk, Application Packaging, and managed Azure services. Furthermore, we are the centers of excellence for Azure (Atea Azure Expert Center) and digital workplace services (Atea Digital Workplace Center).

Atea Global Services holds the ISO 20000 (IT Service Management), ISO 9001 (Quality Management) and ISO 27001 (Information Security Management) certifications. Our consultants are amongst the highest certified within the Atea Group and thus ensure your Digital Workplace, Service Desk, Application Packaging, and Azure deployed workloads are in the most capable hands.

