









CASE STUDY



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 efficient remote support
- providing sufficient protection of sensitive data in an insurance company

ACHIEVED BENEFITS:

- version tracking and streamlining of hardware updates
- easy monitoring of custom apps and services made for the company
- remote access functionality saves a great deal of employees' working hours weekly
- fast ticket operations bring customers satisfaction
- GDPR compliance

Axence nVision® solves challenges that are typical in the insurance industry. It helps you meet the GDPR requirements through easy monitoring of files containing private data – access times, changes, etc.

The 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 save a lot of hours weekly.

The benefits of user management are also meaningful, especially the following features:

- ✓ for every 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 for implementing 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.

DIANA TODOROVA, CIO