

CASE STUDY

Lehmann Computer creates profitable business model using CloudCare

The Customer

Based in Düringen, Switzerland, Lehmann Computers has provided IT and security services to small and medium businesses (SMBs) in the local region since 1999. Led by Founder and Owner Roger Lehmann, the team of seven works with SMBs in sectors such as automotive and repair, retail, administration, and schools.

As Roger explains, “Our key to success is teamwork so we can accomplish a lot as a small company and meet the service expectations of our customers.”

The Challenge

With new security threats facing SMBs, Roger needed to educate his small business customers on security best practices and find a more efficient way to deliver security services.

“The market is changing rapidly and, for SMBs, there is still a lot of catching up to be done when it comes to ensuring good security is in place. There is also education that needs to be provided. The good news is there is a lot of potential to generate sales, but all of this takes time and you must have the right service model and solution to provide this.”

Roger’s goal was to move to a cloud-service licensing model where his costs would be fixed and deployment would be simplified.

The Solution

A long time AVG-Avast partner, Roger recently began migrating from the company’s Norman Security Portal to Avast Business CloudCare to support his new service model.

WEBSITE

www.lehmanncomputer.ch

INDUSTRY

IT and security services and solutions

BUSINESS NEED

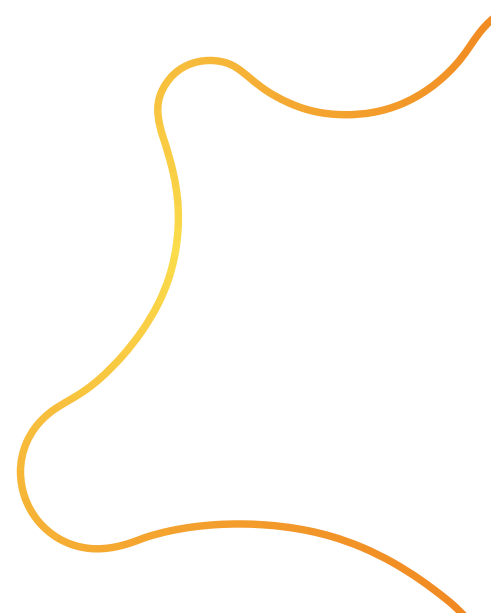
Moving to a simpler, more efficient security delivery model

SOLUTION

Avast Business CloudCare

RESULTS

- Improved operational efficiencies using cloud security licensing model
- Better and faster service to customers using service contracts
- Increased the number of service contracts by 10%
- Increased CloudCare customer base to 900



“Using CloudCare, we are able to manage the security for our clients much more simply and this saves us a lot of time. From the centralized portal, we can onboard customers in just a few clicks, schedule and automate services like antivirus and patch management, and have complete visibility into our customers’ networks through the solution’s dashboard. Everything is managed through a single pane of glass so it provides a good view of what’s happening and what is needed. This makes it easier to ensure protection is in place and plan proactively.”

Through its cloud-based administration portal, CloudCare offers a simple way to implement and manage security services, such as Avast Business Antivirus Pro Plus, content filtering, online backup, email security services, and secure, single sign-on using centralized and highly customizable policies. Remote control capabilities are provided without additional cost, enabling remote login support of any devices under management.

The Result

According to Roger, using CloudCare has enabled his team to automate more aspects of his security portfolio, improve customer service, and add new business. “We have added more service contracts, gained the ability to upsell and cross sell more security services, and increased our CloudCare client base. At the same time, we have been able to reduce the number of customer visits and work faster and more efficiently. CloudCare has allowed us to create a new business model and we can now more easily manage the security needs of our customers.”

“CloudCare’s flexible license model and efficient tools have enabled us to create a new business model, win new business, and improve our response to customers’ security needs. Using CloudCare, we are fast and efficient, and this gives us a clear advantage over the competition.”

Want to see how the Avast Business product portfolio can help you differentiate your business, save money, and win new customers? Visit www.avast.com/business.