# Neisa Denmark Delivers Quality Service Using Ivanti Automation

**neisa**
Nordic IT Service Company

**Profile:**
One of Denmark's oldest and largest IT service providers offering small and medium-sized businesses a wide range of services on all common IT products, as well as on electronic devices.

**Location:**
Hedehusene, Denmark

**Industry:**
Technology

**Website:**
http://www.neisa.dk/

**Solutions:**
Ivanti® Automation

**Benefits:**
- Automated over 200 manual tasks
- Reduced service calls by 60 percent through automation
- Improved response time and quality of service to customers

## Overview

Neisa Denmark, established in 1985, is one of Denmark's oldest and largest IT service providers. It provides nationwide IT service on products from most leading manufacturers of business devices, retail / back office equipment, and printing solutions.

The Neisa support staff handles more than 60,000 support cases per year, so having automation in place is vital to providing the highest-quality services and support to its customers.

## Meeting Today's Challenges

Neisa's key challenge was being able to support its large customer base with a set number of resources. Also, because of the nature of its business, customer satisfaction and security were of the highest priority.

The company needed a way to meet or exceed its SLAs and resolve customer issues quickly and effectively, so that customers can remain both secure and productive.

## Why Ivanti?

Neisa has been an Ivanti® Automation customer for several years because it provides real business value that translates into resource and cost savings. "We purchased Ivanti to automate manual tasks such as provisioning desktops, managing updates, and customizing devices to have the correct apps and settings. Ivanti is a key pillar of our business strategy," said Preben Duus Jorgensen, CEO at Neisa.

## Reduced Service Calls by 60 Percent through Automation

Ivanti Automation helps Neisa preserve its number of helpdesk staff required to support its growing customer base, reduce operational costs while improving the response time for customers, and ensure security policies are maintained. In fact, Neisa has been able to reduce its total number of service calls by more than 60 percent though automation of manual tasks and processes. Neisa has more than 200 individual tasks automated through its Ivanti Automation solution, including the provisioning of devices and apps, re-setting passwords to maintain security, updating software versions, and completing routine maintenance. Ivanti technology has also helped

Neisa communicate with customers when there's an issue with a device or when software updates are being made.

For example, if a server goes down, Neisa can communicate via a message from Ivanti Automation to alert users of the issue and that it's being addressed. The result is that the users are informed and the helpdesk staff can stay focused on fixing the issue.

## Streamlined Management of Decentralized Networks

Neisa found itself in a situation where it had to provide services and support to a retail organization with more than 300 locations, all with decentralized and unconnected networks. Without Ivanti, Neisa would have had to send out a technician to support desktops and printers at each of those locations. Neisa employed Microsoft's Intune and TeamViewer in conjunction with Ivanti Automation to take control of each device and ensure everything was available and updated. Ivanti's architecture enables tight integration with many third-party technologies, allowing Neisa to maximize its existing investments.

With Ivanti Automation in place on each device, Neisa found it could provide immediate IT support and quality service to its customers—no matter where they were located.

"Providing services to an organization with over 300 decentralized networks would be nearly impossible without a solution like Ivanti Automation to streamline troubleshooting and ongoing management processes," said Anders Lindvik, Business Manager of Neisa.

*"Ivanti Automation helps us effectively support and manage IT networks that would be considered to be unmanageable in the eyes of most organizations."*

— *Preben Duus Jorgensen, CEO*

Neisa now automates the delivery of updates and other services; it has complete control over its customers' environments without having to go on-site or complete labor-intensive tasks. Because Ivanti is on each device, the Neisa support team can see if they are online, perform maintenance, and troubleshoot any issues.

### Learn More

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