



Easy to configure, very light and scanning that's faster than the competition

“In the same way NatVEND maintains vending machines so they're not a burden on our clients, I wanted a first class security product that didn't place extra burdens on our organisation or infrastructure.”

Joseph Khoury, IT manager
NatVEND



CUSTOMER

Client: NatVEND
Industry: Vending machines
Location: Sydney, Australia
IT Environment: 66 PCs spread across six offices around Australia
Website: www.natvend.com.au
AVG solution: AVG Internet Security Business Edition 2011

PROFILE

National vending machine company maintaining around 5200 machines across Australia.

THE CHALLENGE

- Existing AV suite draining computer and network resources
- Computers spread across the country

THE SOLUTION

AVG Internet Security Business Edition

- Solution is streamlined and unobtrusive
- Offers ease of configuration, deployment and management
- Central monitoring and administration simplify ongoing maintenance

THE BENEFITS

After trialling AVG, Trend, Norton and McAfee for several weeks, Khoury says AVG Anti-Virus Business Edition came out the clear winner in terms of ease of installation, performance and ease of administration.

The Situation

NatVEND is an Australian vending machine company which maintains around 5200 drink, snack and safety equipment vending machines across Australia.

NatVEND supplies vending machines to stores, offices and factories as well as airports and hospitals - with major clients including Melbourne Airport, Westpac, David Jones and JB Hi-Fi as well as smaller clients throughout regional Australia. These clients all rely on NatVEND to ensure the smooth operation of their vending machines, from replenishing stocks to performing regular maintenance. To offer such a service, NatVEND naturally relies heavily on its own IT systems to run smoothly.

The company is Australian-owned and operated with more than 100 staff in offices spread across the country, with the tyranny of distance providing extra challenges for NatVEND's IT staff.

The Implications

NatVEND IT manager Joseph Khoury set out to refresh the organisation's fleet of sixty-six PCs - introducing Dell Core2 Duo machines with 2GB of RAM running Windows XP, with plans to migrate to Windows 7. Khoury also decided it was time to take a new approach to security, as he was unhappy with the extra load the existing security suite placed on both NatVEND's PCs and network infrastructure.

"No matter what we did with our previous security suite, there was always a problem performance-wise with our PCs," says Khoury. "Our servers were also groaning under the load.

"In the same way NatVEND maintains vending machines so they're not a burden on our clients, I wanted a first class security product that didn't place extra burdens on our organisation or infrastructure. Price wasn't really an issue, I was prepared to spend whatever it took to get the right solution for our organisation. What I was looking for was a great security product that offered security, performance and ease of use, for computers spread far and wide."

With offices spread throughout Australia, Khoury didn't want to be flying across the country to deal with security issues. As such he needed a low maintenance security suite which could be easily managed remotely.

The Solution

So, why AVG?

Khoury decided to run trials with several security suite options - including AVG Anti-Virus Business Edition. "Having had a good experience with AVG previously on my home PC, I was confident that it was up to the task at hand," he says.

With NatVEND's offices spread around the country, Khoury utilised the AVG administration tools to remotely install AVG Anti-Virus Business Edition on distant PCs.

Why AVG?

- 110 million business and home users worldwide
- 1 million more users every month
- Trusted by the world's most demanding businesses
- Comprehensive business protection – file server, email server, workstation
- Multi-award winning performance
- Engineered for no-compromise protection that is easy to live with
- Unique LinkScanner® technology delivers real-time protection
- Comprehensive support and service.

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"We didn't experience one installation problem whatsoever, it just worked," he says. "Once it was installed, I had the convenience of administering everything from my desktop - whereas another vendor wanted me to set up an Apache server just for administration.

"With AVG I can see everything that's happening across my network right from my desktop, and I can opt to receive alerts for events such as virus detections. It makes it easy to stay on top of things and see which staff might need extra training when it comes to security issues."

The Experience

After trialling AVG, Trend, Norton and McAfee for several weeks, Khoury says AVG Anti-Virus Business Edition came out the clear winner in terms of ease of installation, performance and ease of administration.

"I like the product," Khoury says. "It's easy to configure and very light - for example desktop scanning is about 50 percent faster than the competition without an extra performance hit. Having spent good money on new PCs, I'm glad that extra processing power isn't going to waste dealing with resource-hungry security software."

Happy with AVG Anti-Virus Business Edition's security and performance, Khoury also plans to trial the content filtering features to limit access to "workplace time-wasters" such as Twitter and Facebook. He is also impressed with AVG Anti-Virus Business Edition's ability to certify the authenticity of outgoing email, reducing the likelihood of important emails from NatVEND employees getting caught up in another organisation's spam filter.

"While I'm impressed with the product,

it's also a pleasure to deal with AVG as an organisation," Khoury says. "The whole process of upgrading to AVG Anti-Virus Business Edition only took two phone calls and, once I registered, I had the license codes within an hour and was installing the software. Just like their software, the company makes it easy for me to get on with business - knowing everything is in safe hands."

NatVEND later decided to upgrade to AVG Internet Security Business Edition for more comprehensive protection. "The upgrade was done from my chair in Sydney, using the AVG Remote Administration tool", says Khoury. "The upgrade was quick, simple and totally transparent to our users."

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About AVG Technologies

Since 1991 AVG has championed the cause of internet security for all. Its team includes many of the leading experts in software development, threat detection and prevention and risk analysis. The business solutions this team delivers are always innovative, effective and comprehensive. Critically for smaller businesses they deliver this uncompromising protection in the fastest, lightest and most user-friendly way possible.

A strategy of closely matching product and support to the real world needs of both business and home has rewarded AVG with more than 110 million active users worldwide. A multitude of awards and the recommendation of experts in business protection bear testament to the benefits of the AVG approach.

AVG Business Edition products support all the major operating systems and platforms and cover email, file servers and workstations. This range is distributed globally through a carefully selected reseller base and directly via the web.

AVG is already the world's fourth largest vendor of anti-virus software and is continuing to grow rapidly. Nearly 6,000 resellers, partners and distributors - including Amazon.com, CNET, Cisco, Ingram Micro - team with AVG. These partners recognise the need for the faster, lighter business-class protection that defines the AVG experience.

For more information visit www.avg.com.au

