

A million features – but what if you only need two of them?

When Upplands Väsby Municipality started looking for a new deployment solution, they knew what they wanted, but also what they did not need. We sat down and had a chat with Stefan Omberg and Carlos Garcia about their search that ended happily when they found upKeeper.





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- We had tried other deployment solutions before and knew that we have no need for a million different features when we only use a few of them, says Stefan Omberg, System Engineer at Upplands Väsby municipality.

Time is money - and freedom

- upKeeper's strength is timing. With other solutions like SCCM you can never be sure when a change is going to take effect. upKeeper is simple to use and your changes take effect instantly. Need to reinstall a machine at 7AM? No problem. That frees up a lot of time for our first line team.

Fast and simple to use

Besides being user-friendly for both end users and support technicians, the behind-the-scenes work in upKeeper is very straightforward as well.

- We as IT-technicians love upKeeper. We understand how it works and if something comes up, we most often know exactly where to look to fix it, Carlos says.

- Packaging applications to distribute with upKeeper is a simple task and you do not need to be an IT-consultant to do it, he continues.

It's easy to maintain and update as well. We love upKeeper!

Fast and easy compared to SCCM

- Building an application with SCCM takes many individual steps and learning to do it is both costly and time-consuming. The SCCM-training was also very much aimed at IT-consultants. upKeeper's way of packaging applications is way faster and easier to learn, concludes Stefan.

You know what happens, and when

- We wanted a real-time system because nothing is as irritating as making a change like in SCCM and never knowing when it will take effect. With upKeeper it's instant, you decide, click and it's done. That's something we used to find really stressful with SCCM, Carlos admits.

- You assigned an application to a user but could not tell them when they'd have it on their machine. upKeeper runs like clockwork and pretty much takes care of itself.

Delegate instead of centralize

Usually Upplands Väsby's IT-department likes to customize their Windows 10 image and remove

unnecessary items from the start menu. They then make sure to package applications that their end-users themselves can choose from via the self-service application called *my upKeeper*.

- Everybody always talks about centralization but we like being able to delegate some of the work to our users, Carlos says. It also gives both the users and our support team more freedom and time to do their actual work.



"We as IT-technicians love upKeeper."

Carlos Garcia, Upplands Väsby Municipality