

# Stress-free workplace with upKeeper

IT Gården was planning to build their own deployment solution but quickly realized that this would be both too complex and consume far too much time and money. Instead, they decided to become an upKeeper Partner.





IT Gården realized quickly that it's far better to be able to help several, or all of your users at once instead of connecting to individual machines using remote desktop. With upKeeper, they are able to do so and make IT a stress-free experience for both staff and end users.

- We had started building a system of our own using another solution, but soon realized that this would be extremely complex and consume more time than we were willing to invest, says Andréas Hansson, Technical Professional and responsible for upKeeper at IT Gården.

#### **No limits with upKeeper**

- Before, we were able to deploy maybe two or three machines at the same time. Now we administrate several upKeeper deployment sites at different locations and those limitations are not a bother anymore. We can have an unlimited number of installations running at the same time and that's just one of the advantages of using upKeeper.

#### **upKeeper makes for happy customers**

- APIs have made it possible for our users to simply order a new computer using our stress-free customer portal. The machines are automatically added to upKeeper and IT Gården's CMR-system. That way, they are deployed automatically as well as added to the monthly billing. We invoice

them for exactly the correct number of computers in use which keeps both the customer and our economics department happy.

#### **About being an upKeeper Partner**

- We were not looking for an external system, Andréas admits. Then we were contacted by upKeeper and were immediately struck by how simple and user-friendly the upKeeper interface is and how quickly you learn to work with it.

#### **Help when you need it**

- We thoroughly enjoyed the application packaging training we received when starting out about four years ago, and learned a lot. These days, we can handle most challenges easily and by ourselves, Andréas explains.  
- Even still, upKeeper is there when you need help. For more complex packaging jobs or customers with a larger number of applications, we are glad to work together with upKeeper's experts.

#### **Make an impact to the product**

Every year, upKeeper gathers all partners and customers at *upKeeper Open*, an event for

sharing the latest news and updates to the product, creating a networking space and, perhaps most importantly, working together on defining future features.

- We try to be there every year because for us, it's a very important event. It's unusual to be able to interact with the developers and make a contribution to shaping the future of a product and definitely something we appreciate immensely.

- Also, being able to maintain a personal relationship with developers and other upKeeper staff is a huge advantage of being an upKeeper Partner, Andréas concludes.



*"With upKeeper we handle most challenges easily."*

Andréas Hansson, IT Gården