

Like a dream: upKeeper's security and flexibility is key for Gotland municipality

When Gotland municipality were searching for a client- and application management tool, they chose upKeeper. As they are now entering their fourth year using the tool, they are very satisfied with upKeeper in projects such as migrating to a new operating system, daily operations and the opportunity to influence development of upKeeper. We talked to Urban Roos, systems engineer at Region Gotland, about his views on upKeeper.





Region Gotland is the island's largest employer and the IT department, which is Urban Roos' place of work, provides IT support as well as server and network operations to all the region's businesses. It is therefore crucial to be able to rely on tools that make serving over 6,600 employees easier and more efficient.

– Everyone at our Helpdesk uses upKeeper, as do our technicians out in the field with our customers, Urban Roos explains. Together, we are about twenty administrators and use upKeeper for everything from re-installing computers, deploying applications and helping with day-to-day support.

A few years back, when the time had come to choose a client management tool, they opted for upKeeper:

– We had been working with another system before, but we realized it was too expensive and had a lot of features we never used. When checking out upKeeper, we knew directly that it met all our demands. upKeeper felt like a dream, it took us only about a day to configure and then we were up and running. A proven concept which we can trust and rely on.

Urban believes that it isn't easy to compare different tools, but what you can compare is the reliability and feeling you get when using them:

– upKeeper felt right from the beginning, because everything just worked. You want to be able to rely on the tool doing what it's supposed to do. upKeeper is a smaller business, so it's easy to get in touch and we've gotten excellent value for our money, more than we would have with other solutions. A big challenge for Gotland municipality was migrating from Windows 7 to the latest version, Windows 10. The best way to do this would be one department after the other, in a structured sequence. But, as Urban can tell, reality doesn't always allow for that:

– With upKeeper, we can be very open and flexible even with unplanned migrations such as a user needing a new computer. They can even choose when to get updates, so they won't be surprised by update notifications in the middle of a Skype-meeting, but instead are able to choose a time and date that suits their schedule.

Urban and his colleagues also appreciate how simple and quick it is to get in touch with upKeeper, and to be able to comment on

and influence the development. They are also eager participants in events like upKeeper Open and the special upKeeper meetings for IT departments at Regional Councils (Landstingsträff).

It's always interesting to discuss other's experiences and to exchange ideas at those meetings. We think it's a great advantage to have upKeeper here in Sweden, all the support communication can be done in Swedish and response times are short. It was the obvious choice for us to continue to use upKeeper, Urban Roos concludes.



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Urban Roos, Region Gotland