

Pulseway Enables Caritas Vienna To Proactively Manage Critical Systems

Caritas

Industry

NGO (Non Government Organization).

Background

With only 5 IT administrators, Caritas Vienna needed a solution that would help them manage their vast IT infrastructure securely and remotely within their organization.

Why Pulseway

For Caritas Vienna, Pulseway Enterprise was the perfect RMM solution. It provided them top-notch, easy-to-use technology for monitoring and controlling mission critical systems from any workstation or mobile device.

The result

Caritas Vienna dramatically reduced IT support costs and infrastructure downtime.

"I have always been pleasantly surprised at just how well the solution works, how much of a time saver it is and how freeing it is to organizations without 24 hour system admins. Our IT admins identify system overloads, reboot services and reset passwords in Active Directory, in seconds from their smartphones."



Josef Himmelbauer
CIO
Caritas Vienna

Customer

Caritas Vienna is one of the biggest NGO's in Austria with approximately 4,500 employees and 10,000 volunteers. The Secretariat from Vienna coordinates the work and supports the tasks of 9 Caritas archdiocesan and diocesan offices in the country.

The challenge

At Caritas Vienna we had 120 Server, 45 VMware hosts, 2 data center locations, more than 1700 IT users, over 160 field offices, 350 Notebooks and 170 data lines. All of this needed to be monitored 24/7 by 5 system administrators while also requiring us to maintain a high level of security at all times.

Proactive system management

At Caritas Vienna the normal working hours for their IT admins are 8am – 4:30pm, from Monday to Friday. Beyond that their servers and data lines are monitored and managed by standby staff via Pulseway on their mobile devices (smartphones and tablet). *"Pulseway enables us to proactively manage systems. All malfunctions are identified immediately by push notifications that are sent to mobile devices and our IT admins or our standby staff is able to directly fix any issues via Pulseway app,"* says Josef Himmelbauer, CIO of Caritas Vienna.

Solving security issues instantly

"Since we are working with extremely sensitive data, our goal is it to keep that data as secure as possible" Says Josef, "due to the intensive size of our company and the high number of mobile staff creates certain security issues that we face daily. Recently we had a breach when one of our laptops was stolen from one of our staff members. Luckily we were able to solve the crisis almost instantly with Pulseway; the solution enabled us to remotely delete all important and sensitive information to keep our private data out of harm."

The results

Pulseway enables Caritas Vienna's 5 IT admins to react instantly to IT issues within the organization regardless of their location – in result saving them both time and money, whilst also freeing their IT professionals from a centralized control point.

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