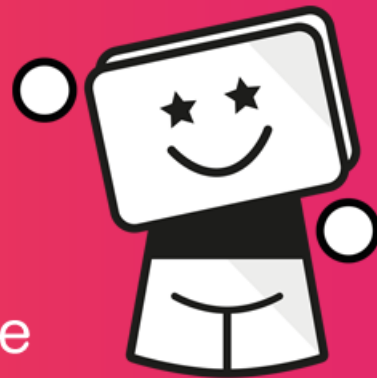"With deskMate, we were able to significantly expand our customer base and retain existing ones better. Although we did not have any cloud experience, the implementation was much faster than expected. "

deskMate
POWERED BY KIVITO

Cloud WorkSpaces made simple

New business with less effort - with Kivito deskMate

Our customer is a medium-sized system house founded in 2003 in the Basle catchment area which specializes in the support of law firms in the Greater Basel area.
In addition to the special software for lawyers, our customer and his 19 employees also look after the law firms in IT infrastructure issues as well as their administration and the classic MS Office products.

Industry Solutions:

Industry solutions are often a blessing and a curse. Ideally tailored for a small clientele on the one hand, on the other hand they often lag behind trends or new requirements. The user's desire for more flexibility and the keyword BYOD (Bring Your Own Device) here are just a few examples.
Although users are often overwhelmed with security-related topics such as backup, archiving and data security, the system vendor has rarely been able to take over these issues due to their distance.

Cloud solutions can help users and the system house alike, but in the past they were very complex and designed especially for customers in the enterprise environment.

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CHALLENGES

- Supraregional growth with on-site support not economically possible due to the distance to the customer.

- Easy-to-manage cloud solution with access from any device.

- Offer higher availability and better service levels without increasing staff costs.

- Request of the customers to hand over system responsibility (security, archiving, data protection) and additionally secure secure, flexible workplaces.

- Easy monthly billing to bind customers contractually ideal.

SOLUTION

- Central management of each client in a deskMate environment with accessibility from any location at any time by any authorized person.

- Law firm software, as well as MS-Office software is centrally installed and maintained.

- Backup and archiving is automated in the ISO 27001 certified deskMate data center in Germany.

- Access at any time via HTML5 browser. Without previous installation on the terminals.

- Monthly billed service with monthly notice periods.

ADVANTAGES

- Centralized installation eliminates the need to perform administrative tasks on-the-spot. Customer growth through supraregional customers possible. Unproductive travel time is lost.

- Superior service levels can be offered without increasing staff costs.

- End-user users can be added or removed online within minutes. These can access the system securely from anywhere.

- System and software patches can be pre-tested in the data center with the aid of backups and, if necessary, restored in seconds.

- Easier helpdesk because integrated screenshare function.

About deskMate:

deskMate is a trademark of Kivito GmbH.

deskMate is based on the trueDaaS technology, a cloud generation software developed in Germany of the newest generation. The technology enables the use of any software - independent of the underlying operating system - on a virtual desktop. With deskMate, the company also offers desktop-as-a-service (DaaS) "made in Germany" for small and medium-sized companies. The processing of the data takes place exclusively in German data centers with the highest security standards.

In 2014, the trueDaaS technology was recognized by the Experton Group as a rising star in the cloud desktop sector. In September 2016, deskMate was confirmed by Forrester Research as one of the world's leading cloud workspace technologies.

More information and a free trial at www.deskmate.cloud

More information about the company Kivito GmbH: www.kivito.com