



## Microsoft Online Services Customer Solution Case Study



**Partner:** Enfo Zipper  
**Web Site:** [www.zipper.se](http://www.zipper.se)  
**Country or Region:** Sweden  
**Industry:** IT Solutions

### Customer Profile

Enfo Zipper provides Microsoft solutions to its clients to help them increase productivity and streamline IT operations. The company currently employs 180 dedicated professionals.

### Software and Services

- Windows Intune™

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## IT Company Predicts U.S. \$10 Million in Annual Cloud Services Revenue driven by Windows Intune

**“We feel that we will be able to grow our customer base by 20 percent with Windows Intune, and attract the interest of 25 percent of our existing clients.”**

*Anders Grönlund, Alliance Manager, Enfo Zipper*

*By integrating Windows Intune™ into its suite of IT solutions, Stockholm, Sweden-based Enfo Zipper is now able provide cloud-based PC management solutions to its customers. In effect, this new capability will transform its business, generating an expected increase of U.S. \$10 million in annual revenue for the company.*

### Business Needs

For the last ten years, Microsoft® Gold Certified Partner Enfo Zipper has been focusing on bringing new levels of productivity and efficiency to its clients, which typically seat approximately 500 PCs each. These clients span a range of industries, including government, finance, health, and industrial services.

As awareness of cloud-based services grew, Enfo Zipper was looking for ways to harness these capabilities and transform its business from a consulting-based enterprise into a managed services provider. When its leaders discovered Windows Intune™, a cloud-based PC management solution, the company seized the opportunity to integrate the solution into its line of services.

“When we learned of the new Windows Intune product, we knew we needed to get our hands on it,” says Anders Grönlund, marketing manager of Enfo Zipper.

“This solution will enable us to expand our offerings and truly revolutionize our business.”

Specifically, Enfo Zipper wanted to help its customers better manage and protect their PCs, as many of them operate with a small IT staff that literally runs back and forth between PCs to ensure each one received the latest updates and patches.

“Most of our clients were asking, ‘How can we keep our PCs better protected? How can we be more proactive,’” notes Mikael Svennungsson, Senior Technical Account Manager of the company. “With only one or two IT professionals on-site—and more employees working remotely than ever—it can be difficult for them to physically check each PC for update statuses. Often, they lacked malware protection altogether, and would spend hours or days fixing infected PCs.”

With Windows Intune, Enfo Zipper can help its customers keep their employees' PCs running peak performance, while building a new revenue stream. "We anticipate our revenue to grow by U.S. \$10 million annually with Windows Intune," says Svennungsson.

## Benefits

### New Revenue Opportunities

Now that Enfo Zipper has added Windows Intune to its suite of offerings, it will be able to attract new customers and provide more services to existing ones. "We feel that we will be able to grow our customer base by 20 percent with Windows Intune, and add PC management services for 25 percent of our existing clients," notes Grönlund.

The company will also be able to generate recurring revenue through monthly Windows Intune subscription fees. "We can sell Windows Intune subscriptions and earn predictable, recurring streams of revenue. What's not to love about that?" says Grönlund.

### IT Services, Simplified

Because Windows Intune does not require costly server setup or training time to use the solution, IT professionals can begin remote management and protection of PCs right away. As Svennungsson points out, "Windows Intune is based on trusted Microsoft technology that's familiar to virtually every PC user and IT professional. Whether we manage our customer's PCs, or sell the Windows Intune subscriptions to them, we know it will be easy to set up, easy to use, and provide better protection than ever before."

For many of Enfo Zipper's customers, the Windows Intune cloud service addresses the concern that PC management solutions require on-site PC management servers and ongoing maintenance. "With Windows Intune,

it's very easy to set deployment settings for patch updates, track the progress of those updates, and manage malware," says Svennungsson. "It really takes the complexity out of PC management. Even better, IT professionals can manage employee PCs regardless of their location, or whether they're connected to the company network."

Enfo Zipper is also able to help its clients yield greater productivity while simplifying PC management by upgrading them to Windows 7 Enterprise. "We recommend Windows 7 Enterprise to all of our customers," says Grönlund. "With features such as BitLocker™ and multilanguage interfaces, it's really an essential tool for their businesses."

### Better Malware Protection

According to Grönlund, many of Enfo Zipper's customers did not have adequate malware protection or a good tool to manage their malware protection updates. "One of our primary concerns was that our customers lacked malware protection of any kind. This can really devastate a business when you consider the downtime involved in fixing infected PCs and ensuring that viruses or malware have not spread to other users. In some cases, users are left without a PC for hours or even days at a time."

Even companies that did have malware protection could not monitor the status of employees' PCs when they were disconnected from the company network, as Grönlund points out: "If users are off of their company networks, IT professionals are basically blind to what's going on with their PCs. They can't tell if those PCs require a critical patch update or become infected with malware."

Windows Intune addresses these challenges by enabling IT professionals to receive real-time alerts and system reports for every Windows Intune-subscribed PC within an organization—all from a single cloud-based console. As long as users are connected to a Silverlight™-enabled browser, IT professionals can protect users' PCs from the latest threats with malware protection built on the Microsoft Malware Protection Engine.

"I would estimate that IT professionals would regain nearly 50 percent of the time they spent addressing malware threats and resolving related issues by using Windows Intune," says Svennungsson. "For our customers, that means they have more time to focus on building their business."

### Building a Competitive Advantage

Enfo Zipper is now able to provide an innovative, cloud-based PC management solution to its customers—one that enables greater productivity for its customers and reveals new services opportunities for the company.

"The cloud is where business is heading, and we're excited to be ahead of the curve by offering our customers the latest in cloud-based PC management," says Grönlund. "It's competitively priced, and offers what we feel is the best-in-class management and protection without the burden of overhead costs. In essence, it's what we've been waiting for."