

Success story

SWNS Media Group has doubled their productivity with Atera

2 min read



Industry Media

Solution Atera for IT Departments

Challenges

- An overload of tickets consuming team resources
- Visibility into remote devices
- Control, reporting, and analytics
- Cross-departmental collaboration

Benefits

- A transformative switch from manual processes to automation
- Ticket management time cut by a third, freeing up 50% of the team
- Scripting time reduced from 30 minutes to 30 seconds
- A more proactive, efficient, and collaborative IT team

66 % reduction in ticket handling time

SWNS Media Group (SWNS) creates and delivers high-quality news content to some of the biggest publishers in the world. The company's in-house IT team, led by Technical Lead John Merrick, faced challenges with nine global offices, numerous tickets, and a lack of clear patch management policies. To address these issues, they sought a solution that improved efficiency, response times, visibility, and cross-departmental collaboration.

With Atera, John's team replaced multiple manual updates with a single Atera agent installation. This saved them 30-45 minutes per laptop and provided complete visibility and control over remote devices. Automating manual and repetitive tasks reduced their open ticket count from 150 to 15, freeing up two team members out of four for other tasks.

Atera has empowered John and his team to be proactive and efficient, enabling them to address issues promptly before they escalate. Additionally, Atera's recently launched Open AI-powered script generator has been a real game-changer for them and their workflow.

"It just writes the script for me, and that may have taken me 30 minutes of Googling to come up with that. It's taken me 30 seconds to type it in."

John Merrick, Technical Lead
SWNS Media Group

