

Success story

MadPC chooses Atera to boost productivity

5 min read



Sector Education

Size 750-1000 employees

Country France

Solution Atera for MSPs

Challenges

- Users with little awareness of security issues and best practices
- An overload of tickets to manage alone
- Large number of computers
- Poor visibility of different sites
- Growing need for analysis reports

What Atera has done for MadPC

- Rapid replacement of time-consuming manual processes by automated ones
- Cut ticket management time by a third
- More time for strategic projects
- Greater responsiveness to problems
- More efficient, proactive management
- Significantly improved security, especially on campus

As CIO, Gabriel Bariatti is in charge of the 650 computer workstations and network at the Vincent de Paul campus in Avignon. This is a colossal task, given that he is the only person in charge and that the workstations are spread over 4 locations. At the same time, the CIO has established his own company, MadPC, in which he manages the networks of some forty customers as an MSP. In other words, Gabriel Bariatti's schedule is very full. This IT professional quickly got tired of dealing with the most pressing issues, and wasting precious time on repetitive tasks such as upgrades.

Among the challenges facing Gabriel Bariatti are recurring security issues. Whether on campus, with students and professors, or in the companies he deals with, users have little or no awareness of good practices. But it's also worth mentioning the numerous tickets that the IT specialist initially tries to manage on his own. The IT estate is large, and interventions suffer from a lack of visibility across the various sites. There is a growing need for analysis reports. The system can also generate analyses and reports.

Gabriel Bariatti appreciated the simplicity of installing Atera, both on the Vincent de Paul campus and for his company MadPC. Very quickly, the CIO observed "a real reduction in routine maintenance tickets."

In this context, outsourcing was the only viable solution. Gabriel Bariatti chose Atera. The platform quickly enabled him to become more efficient and proactive. Rather than responding to problems as they arise, the CIO now prefers to anticipate them. Atera gives him the resources to do so.

"To ensure peace and tranquility in our IT environment, it's essential to prepare for potential challenges today. Atera helps us overcome several challenges: centralization and visibility, proactive monitoring, task automation, contract and asset management."

Gabriel BARIATTI, CIO

Vincent de Paul Avignon Campus
and manager of the MSP company MadPC.

