



FireDaemon OEM – Case Study

Optimal Optik

“We saved thousands of hours in Support Calls”

Overview

Optimal Optik develop client handling database applications for opticians. It is a business that has been around for over 10 years now and by far the market leaders in Norway on these kinds of applications for opticians. Currently they have over 70% market share and clients based all over Europe. It is critical for their business to provide customers with software that is secure, stable, easy to use and modifiable.

The Challenge

With the large number of client base, it has been virtually impossible to monitor, track and upgrade their software at the optician’s store. Many support hours would be spent upgrading the software at the optician’s stores, a time consuming task for Optimal and their staff.

The challenge for Optimal was that they had developed an ‘automatic update service’ on their software that resided on the optician’s server. This would perform all upgrades overnight without any human intervention. The software not only updates the main application, but also itself. They required this service to run 24 hours a day.

The FireDaemon Solution

“The solution we chose 2 years ago was FireDaemon. The software deploys simply and maintains easily and has worked flawlessly since we have installed it” said Stale, the Chief Technology Officer.

FireDaemon ensures that this nightly service keeps running. The automatic restart feature also gives them the possibility to upgrade the service itself.

“FireDaemon has provided our users vast benefits. They can trust that every day they come to work their system has been updated. FireDaemon has never crashed due to any program errors and that again allows us to be sure that our 24/7 service stays 24/7. An estimate would be that every one of our users saves somewhere around 90 work-hours each year, which would otherwise be used to run around on computers upgrading our software”

Results

“Since deployment, FireDaemon continues to fit our requirements and I don’t see any features lacking”

Optimal are definitely noticing direct benefits since the installation of FireDaemon. They are spending far less time on support and upgrade issues and more time is spent on developing and improving their software.

“We now have many happy customers and incomparable edge towards competing companies”

About FireDaemon Technologies Limited

FireDaemon Technologies Limited, based in Cambridge, UK is the world leader in service management solutions for Microsoft Windows and has been providing software solutions to the industry since 1996. FireDaemon Technologies Limited, a privately held corporation, has been successful in identifying market needs and providing tools to meet those needs including commercial and FOSS products such as FireDaemon Lite, FireDaemon Pro and FireDaemon Trinity, PanelDaemon, ExMP, Video Postbox and daEMON. More information on FireDaemon Technologies Limited is available at <http://www.firedaemon.com>.

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