Polish American Association
Serving Polish Americans faster thanks to Axence nVision®.

Founded in 1922, the Polish American Association (PAA) is the US only human services organization, providing a comprehensive range of bilingual and bicultural services to the Polish community and others in need. The mission of the PAA is to serve the diverse needs of the Polish community in the Chicago metro area by providing resources for changing lives, with emphasis on assisting immigrants through its 28 programs and services.

Challenges faced by the IT department

Three branches and several PAA departments require different organizational approach in terms of software, permissions, accessibility, etc.

At the same time, having 28 programs, each with its requirements for vast online resources, content filtering proved to be more IT resource intensive than IT staff could handle on a timely manner. Moreover the IT infrastructure was managed through a set of separate tools such as SpiceWorks, UltraVNC, GPOs, etc.. Those solutions required significant effort to keep stations secure and up to date with company policy - says Adam Kusz, Network Administrator/Webmaster.

Solution

The main factor PAA sought the product for was its ability to track user activity. Convenience and reliability of remote access to each machine from the same interface was the second function IT department was interested in. Furthermore unification of software and hardware inventory tools, user activity monitoring, remote access and helpdesk solutions was needed to work more efficiently. Axence nVision as an unified platform allowed to consolidate the functionality PAA was striving to achieve with other tools, which helped save money. The core functionality that was expected was implemented within two days after a week of testing period. IT staff had the nVision running and collecting useful information within few hours.

scope of business/industry:	NGO/Social Services Provider
implementation date:	09.09.2015
number of monitored stations:	80
implemented nVision modules:	Network, Users, Helpdesk, Inventory

Results

Since users were informed that their computer activity will be tracked, along with Axence splash screen informing users that their activity is being monitored, the use of company equipment for non-business related activities has practically ceased. Remote access and user monitoring increase productivity, ransomware attacks number decreased significantly. These are also cost saving factors. Additionally, IT staff saved approximately 2-3 hours per week on their work. From time to time they use Axence Technical Support, which is excellent – responding quickly and professional.

Axence nVision made our work significantly easier since we have a global view or PAA network and configuration. All requirements and area of interests were met or even exceeded our expectation. IT department can now focus its attention on simplification and unification of our solutions. – Michał Chybowski, IT Director