



## Computrace Boosts Dutch Consultancy's Asset Management System

### Company Profile

Andersson Elffers Felix (AEF) is a consultancy firm, established in 1982 in Utrecht, the Netherlands. AEF specialises in Public Safety, Healthcare, Education and Research, Culture, Organisational Reviews & Re-design & Complex Stakeholder Environments. AEF employs 50 consultants who are mainly mobile and hold highly sensitive and valuable data on their laptops. On average, one laptop goes missing per year.

### Challenge

IT is playing a more significant role within the company as it moves towards a virtual workspace environment. Consultants mainly work from remote locations, only using the office for meetings. As such, their laptops – and the highly sensitive and valuable information they contain – are often beyond IT's view and vulnerable to falling into the wrong hands. The asset tracking system previously used required significant resources when managing a mobile fleet. AEF knew that a more efficient security software solution was required.

AEF first heard about Computrace® by Absolute® Software – a computer theft recovery, data protection and IT asset management solution – in a trade magazine. Impressed by its capabilities, AEF installed Computrace upon the recommendation from one of their technology partners.

### The Computrace Solution

The Computrace Agent is embedded in the BIOS of many computers by major PC manufacturers, allowing for rapid deployment. Highly resistant to tampering, the Agent 'checks-in' with the Absolute Monitoring Centre to provide IT administrators with up-to-date asset information.

Each time a computer logs onto the Internet, Computrace sends user and location information to the Monitoring Centre. In the event of theft, the Absolute Recovery Team can use this information to determine the computer's unauthorised user and its location. The team then works with local police to track and recover the machine. By recovering the stolen computer, AEF is able to contain the problem, minimise future exposure, and determine if sensitive data has been accessed.

Adding an additional layer to AEF's data security, Computrace also provides a remote Data Delete feature. Should a computer be reported as stolen, AEF is able to remotely delete sensitive data from the machine. When conducting their one month pilot of Computrace, Data Delete was initially AEF's prime feature of interest. Since the pilot's successful completion, however, the company has found that the IT management capabilities of Computrace are also invaluable tools.

Computrace IT asset management capabilities were the deciding factor that encouraged AEF to install the software across its computer fleet. Providing 100% visibility into remote and mobile computers, Computrace allows IT to remotely manage computers both on and off the LAN, and with the ease a single interface via the Absolute Customer Centre. The Customer Centre

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**Sjoerd Ypma**  
ICT Manager  
Andersson Elffers Felix (AEF)

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COMPUTRACE

allows AEF to monitor changes in asset information, including user identification, physical location, configuration, and the installation of software/hardware that may not comply with corporate regulations. AEF has also made use of the ability to create alerts that notify IT when changes in hardware and software are made.

Mr Sjoerd Ypma, ICT Manager from AEF explained his experiences with Computrace. "It is such an easy and transparent solution – you just install it on the laptop and after that it works completely silent and unobtrusive. Computrace is now considered an essential business operations tool, giving us an additional level of auditing that we never had before. We can now manage our assets more efficiently without being restrictive."

## Results

AEF has been extremely pleased not only with how easily Computrace was installed, but also with the support they have received from Absolute Software. Although no laptops have been stolen since AEF has introduced Computrace to their computer fleet, Mr Ypma commented, "We now have peace of mind should any of our laptops fall into the wrong hands. We are able to protect the sensitive information they contain and also get back the equipment. We would definitely recommend this solution to other companies with similar challenges."

## About Absolute Computrace

Absolute Computrace by Absolute Software allows organizations to centrally track and secure their IT assets within a single cloud-based console – the Absolute Customer Center. They can easily identify computers and ultra-portable devices that have gone missing, enforce software policies, and maintain a fleet of optimally running devices. Most importantly, they can remotely invoke preemptive or reactive security measures to safeguard each device and the data it contains.

## About Absolute Software

Absolute Software is the global leader in firmware-embedded persistent endpoint security and management solutions.

We provide organisations with comprehensive visibility and control over all of their endpoints – regardless of user or location. Our customers are able to optimise productivity, reduce operating costs, prove compliance, and remotely secure all of their devices and the corporate data they contain.

