

# Case Study Fastweb

Unified Endpoint Management

# Brief Overview Fastweb

With 2.4 million customers, Fastweb is a major Italian communications operator offering a wide range of voice and data services to households and businesses. Since its creation in 1999, the company has focused on innovation and network infrastructure for providing high quality ultra-broadband services. It is currently investing in network expansion so that it can extend the availability of these ultra-broadband services to 13 million households in Italy by 2020. Over the same timeframe, it also plans to strengthen its mobile communications services through the construction of a next-generation 5G infrastructure based on small-cell technology. Fastweb partners with businesses of all sizes, from start-ups and small and medium enterprises, to the largest corporates. It also offers advanced telecommunication and ICT services including housing, cloud computing, security and unified communication to the public sector. Fastweb has been a wholly-owned subsidiary of the Swisscom Group since September 2007.

## Challenge

In 2017, Fastweb won a significant new customer contract for the provision of device management and maintenance services to around 300 public sector organizations. The contract covers service management up to 110,000 desktop nodes, 43,000 local network nodes, 215,000 desktop telephones, 13,000 server nodes and 9,000 firewall nodes. Marco Gatta, Manager of Process Monitoring at Fastweb explains the requirements in more detail: “Specifically, the services we have been contracted to provide include: security vulnerability and patch management; desktop remote control, hardware and software inventory, software distribution and OS deployment; and discovery and inventory for printers, firewalls, servers and other network devices, excluding customer facing equipment.”

To face such a large scale and feature richness, Marco Gatta and his team needed to select a new vendor.

## Solution

The solution selection process began in early 2017, and a number of alternative solutions were considered, including open source options and a number of well-known, market leading device management solutions. Speaking about the criteria used to make their selection, Gatta explains, “We needed to find a complete solution with the right balance between functionality, price and flexibility. The option to include antivirus software was also important. We found exactly what we needed in Matrix42 Empirum.” Rocco Inga, Matrix42 Country Manager for Italy adds, “During the selection process, we worked in close partnership with Fastweb to ensure we shared the same objectives and created the best plan to satisfy their important new customer. It was never only about supplying products. The fact that we were also able to offer the right project management and services together with our deployment partner was also key.”



## Implementation

When it comes to implementing the solution, Marco Gatta is clear about the advantages offered by Matrix42: “Matrix42 Empirum gives us exactly the right balance between cost effectiveness, device management functionality and troubleshooting capabilities,” he says. “Since we selected Matrix42 in Spring 2018, we have been working with them and implementation partner INIX on the technical deployment. Full coverage of all the devices in our customer contract is expected by the end of the year.”

## Future plans

Once the implementation is complete, Gatta can foresee a possible extension of the Client Management solution to include mobile devices, and the deployment of Matrix42 products to service customers in other sectors. “We are confident the solution will help us grow our device management business further in the future,” he concludes.

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**Matrix42 Empirum gives us exactly the right balance between cost effectiveness, device management functionality and troubleshooting capabilities. We are confident the solution will help us grow our device management business further in the future.**

Marco Gatta, Manager of Process Monitoring, Fastweb

## Locations

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## About Matrix42

Matrix42 helps organizations digitize the workspace environment of their employees. The software for digital workspace experience manages devices, applications, processes and services simple, secure and compliant. The innovative software supports the integration of physical, virtual, mobile and cloud-based workspace environments seamlessly into existing infrastructures.

Matrix42 AG is headquartered in Frankfurt am Main, Germany, and distributes and implements software solutions with regional and global partners.