

An AVG Anti-Virus Solution for the Wyndham Telecentre



**Telecentre
network**
WYNDHAM

As a major source of access to IT services in a remote part of Western Australia, the Wyndham

Telecentre is a critical resource for the people in the community it serves. And like any non-profit organisation, the centre is constantly challenged to make the most of its funding and its resources.

"As the local point of contact for technology, we are the place people turn for help and advice for anything related to technology," says Natika Hawes-Wright, coordinator of the Wyndham Telecentre. All the more reasons why she is concerned with affordable anti-virus protection for the computers used by the organisation, its volunteers, and the local townspeople.

The Challenge to the Wyndham Telecentre

The Wyndham Telecentre is part of a network of 114 centres that provide technology to small communities throughout the state of Western Australia — roughly, the western-most third of Australia. Towns with fewer than 5,000 people can apply for state funding to set up a telecentre, in what are often very isolated indigenous communities. Each year, the centre staffed by Hawes-Wright and up to 20 volunteers serves about 2,500 people in Wyndham, a remote town in the northern Kimberley region. The centre's services are also available to tourists — who, for example, might stop by to check e-mail while they are on holiday.

Originally created to help link university students to international resources, the telecentres have evolved to target a broader audience. "Today we are here to put everyone in our community in touch with Information Technology as well as other government programs," says Hawes-Wright. So in addition to providing access to computers, desktop publishing, the Internet, and other IT services, the Wyndham Telecentre provides links to government agencies (such as CentreLink and the Australian Tax Office) and educational and employment services.

Says Hawes-Wright, "We fill an important gap — providing access to services you would not normally find in a town with little more than a pub, a community club, a small supermarket, and two service stations."

To that end, the Wyndham Telecentre secured funding to purchase seven additional computers, making a total of 10 available for use by the centre. And to keep all of its data, communications, and users safe from computer viruses, the centre acquired AVG Anti-Virus software from Grisoft.

Finding the Solution

The Wyndham Telecentre and Hawes-Wright personally had used other companies' anti-virus products before. But when a colleague within the telecentre network recommended AVG Anti-Virus, Hawes-Wright tested it out using the free software version. "As soon as I tried it, I was impressed with the customer service and thought AVG Anti-Virus is exactly what we need on our computers at work."

When Wyndham Telecentre purchased 15 Network Edition licenses, Hawes-Wright was also pleased that the centre received a discount as a non-profit organisation. "The fact that Grisoft looks after non-profits is important to us," she says. "With AVG, we can get a 2-year license for half of what Norton would cost for a single year."

Benefits of AVG Anti-Virus

After using AVG Anti-Virus software for about a year now, Hawes-Wright is quick to point out several advantages:

- A free, no-obligation time trial — so you can try out and see the software in action before you purchase it
- The inexpensive cost (plus discounts for non-profits)
- The unique 2-year license — so you are continuously protected from viruses for 2 years instead of just 1
- A simple download process
- Ease of use and maintenance, even for novices and the self-taught
- Free Technical Support, 24x7, via e-mail

She is particularly impressed with Grisoft Technical Support. "It's exactly what people are looking for in a town like this," she says. "The e-mail responses come back quickly — especially considering time differences — and are in simple English that is appropriate for any audience."

As part of an organisational network and a trusted advisor to the community, Hawes-Wright is in a position to pass along advice. And as someone who takes that responsibility seriously, she now recommends AVG Anti-Virus to others.

Find Out More!

To learn more about AVG Anti-Virus software and what it can do for your organisation, visit www.grisoft.com or contact your local Authorized Grisoft Reseller.