

Company Profile: Expedient Technology Solutions is a managed service provider in southwest Ohio that helps businesses maintain and troubleshoot their IT systems.

Website: www.expedienttechnology.com

Business Challenge: As the name implies, Expedient Technology Solutions (ETS) values fast, reliable IT service for its customers, eliminating unplanned downtime and ensuring continuous 24x7 business continuity. Using Kaseya's IT automation software, the MSP is able to efficiently monitor and maintain 45 customer environments with only three employees, leading to low overhead and impressive profit margins. However, maintaining a small staff leads to problems monitoring systems overnight and on the weekends. Alternating nights on duty, each administrator must be on call several times a week, interrupting personal and family time.

Solution: Leveraging its relationship with Kaseya, ETS deployed a new out-tasking service called IT Monitor Assist™, giving off-hours monitoring and management responsibility to a team of Kaseya engineers. Kaseya IT Monitor Assist is an Out-Tasking service offered as part of Kaseya's emPower program. While ETS administrators sleep, Kaseya remotely ensures that all the MSP's customer systems are available and running optimally. When a problem occurs, Kaseya engineers either handle the problem themselves (filing a report that ETS can read in the morning and make follow-up) or alert ETS immediately so they can take action.



MSP Leverages New Kaseya Empower™ Out-Tasking Service to Further Streamline Service Delivery

Time to resolution and business continuity are major selling points for Expedient Technology Solutions (ETS), offering complete managed services to 45 small businesses in southwest Ohio that need exceptional IT service without the burden of a full-time IT department. Keeping its customers' systems online and running optimally is essential in maintaining aggressive performance and availability service level agreements and improving the productivity of employees.

According to Marcus Thompson, director of IT consulting and owner of ETS, the key to maintaining this exceptional level of service is arming his small team of administrators with Kaseya's IT automation software, giving them a consolidated management tool to remotely maintain, monitor, back up and secure customer systems from a central, Web-based console. By reducing on-site visits, automating repetitive tasks like patch management, software deployment and anti-virus monitoring and streamlining service delivery, the small staff of three administrators can effectively and efficiently manage more systems and more customer environments.

"The Kaseya solution is essential to our managed services offering," Thompson said. "The efficiencies and remote capabilities of the software allow us to scale the business without adding staff, allowing us to increase margins, scale the business and add revenue. We're able to offer customers a flat monthly rate, passing the savings onto them while continuing to provide exceptional IT service."

However, despite the benefits of the Kaseya solution, complete, continuous systems monitoring remains difficult with only three administrators on the payroll. As customers begin demanding that IT keep up with their aggressive business continuity requirements in today's 24x7 business environment, managed service providers need to take steps to ensure they have this capability, even with a small staff. ETS has three employees, and—even by taking shifts—each administrator has to be on call several times per week. Even with Kaseya's automated monitoring and management capabilities, that means keeping the phone clipped to your belt all weekend or next to the bed overnight. In addition, a reliable Internet connection must be nearby in case the administrator needs to log in to the Kaseya solution in an emergency.

"From nine to five, Kaseya makes the management of 500 systems by three administrators a snap, but that kind of workload starts to get to you when you expand it to 24 hours a day," Thompson said. "We needed a way to provide continuous business continuity coverage to our customers without adding staff or putting additional burden on existing employees."

Enhancing the Kaseya Relationship

In an effort to extend its monitoring capabilities as a full-time service, Expedient Technology Solutions deployed a new service from Kaseya called IT Monitor Assist, giving off-hours monitoring and management responsibility to a team of Kaseya engineers. As ETS administrators head home for the day or weekend, Kaseya picks up where they left off, ensuring that ETS's customer systems are available and running optimally. Thompson is leveraging the IT Monitor Assist service on all 50 servers with plans to extend the program soon to his 450 workstations.

“For first time since moving to a managed service provider and offering 24x7 coverage, I’m able to sleep through the night,” Thompson said. “I’ve been known to roll over in my sleep and check my blackberry, but now I have peace of mind that Kaseya is manning the watch.”

Part of the emPower program, IT Monitor Assist helps managed service providers ensure the successful implementation of the Kaseya IT Automation framework, extending coverage past nine-to-five. By out-tasking systems management and monitoring during off-hours, MSPs can continue to offer cost- and staffing- efficient services to its customers without negating the margin enhancements inherent to using the Kaseya solution.

Kaseya engineers monitor the software’s alerts, making sure that systems are available and running optimally. If they are not, the engineers can identify and troubleshoot the problem, or if necessary, call the ETS administrator on call. In the case of the latter, the Kaseya engineer will work with the administrator, updating him on the problem and suggesting a resolution.

“As the program continues to grow with more services and enhancements, ETS will be right there in step,” Thompson said. “I can see using Kaseya to do manual maintenance like issue a new patch or man the help desk, allowing my administrators to focus on more proactive projects. The Kaseya engineers are essentially an extension of my team.”

Enhanced Customer Service, More Efficient Service Delivery

By out-tasking remote monitoring and maintenance to Kaseya, ETS is able to expand its reliable, efficient IT managed services to evenings and weekends, giving customers a robust and complete business continuity strategy without having to increase billing or add additional staffing. The expanded service enhances ETS’s Stress Free managed service, ensuring that customers continue to receive exceptional IT managed services at an affordable flat monthly fee.

“We’re able to give customers continuous 24x7 coverage of their IT systems,” Thompson said. “And we’re able to provide this without hiring additional administrators or asking our administrators to work overtime.”

In addition, systems that are continuously managed, monitored and protected are overall healthier and lead to faster resolution times. Under the old system, administrators would be alerted of a problem through their blackberry, and while pretty fast and reliable, requires the administrator to find an Internet connection, log on to the Kaseya solution and troubleshoot the issue. Now, Kaseya engineers are continually monitoring ETS customers’ infrastructure and are able to respond in real time.

Key Benefits

- Customer systems are actively monitored 24x7, ensuring continuous business continuity
- Administrators don’t have to be on call overnight or on the weekend, allowing them to sleep better and appreciate personal time
- Problems identified and resolved overnight make administrators more efficient the next day, eliminating the initial ‘early morning catchup’
- IT Monitor Assist is now an integral part of the MSP’s product portfolio, an important value-add service that customers appreciate
- ETS is able to leverage Kaseya expertise through the program, learning more about the Kaseya framework to continually improve customer service

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-- Marcus Thompson, director of IT consulting, Expedient Technology Solutions

The service also enhances the MSP’s ability to meet SLAs by easing workload the next day. Previously, ETS administrators would have to spend the first moments of their day catching up with events that occurred overnight. Now, the Kaseya engineers automatically take care of the pertinent issues and spit out a report indicating the work that was done. This allows administrators to jump right into more proactive projects, bypassing basic maintenance which is often time-consuming.

Over the past year, ETS has nearly doubled its managed services customer base while adding a single administrator, mostly due to the Kaseya framework and partly because of IT Monitor Assist. Next year, Thompson plans to double the business again.

“Moving from a break-fix service provider to an MSP and then again to a 24x7 MSP was fairly easy thanks to the technology, know-how and services from Kaseya,” Thompson said. “Kaseya outlines best practices right there in its MSP Blueprint, allowing for a seamless, profitable transition.”

About Kaseya

Kaseya is a global provider of IT automation software for IT solution providers and corporate IT organizations that benefit from deploying Kaseya’s systems management capabilities. Kaseya allows businesses to proactively manage distributed IT infrastructure easily and efficiently with one integrated Web-based platform. Kaseya’s technology has been deployed on over 1 million machines in more than 25 countries around the world.

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