MSP reduces onboarding time by 30 percent using Barracuda RMM

About Boring

Since 1924, Boring Business Systems has evolved from typewriters and office equipment sales to network sevices to keep pace with technology and market changes. Headquartered in Lakeland, Florida, the company serves small and medium businesses. Today, the company is a $10 million business and a leading technology provider throughout central Florida.

The challenging transition to managed services

Chris Hart, Virtual Chief Information Officer at Boring, joined the company in 2012 to lead the network services department, with a mission to deliver managed services exclusively.

"When I joined, the network services department was new and did about $75,000 year. We were doing very little managed security. I knew what managed services could enable, but not how to scale it. **I felt strongly that an exclusive focus on managed services was the way to go**, as opposed to break-fix services or block-time billing for customers."

Chris found that customers were supportive. "We soon became the ideal partner. Our customers quickly recognized the advantages of having a team that was always there to support them versus one guy who wasn't always available. This strategy enabled us to quickly establish leadership in the market."

For Chris, it was important to find a partner with the best solution to enable him to scale and deliver managed services effectively.

Profile

- Year founded: 1924

- Number of employees: 50+

- Website: www.boring.com

- Specializes in: Managed print and network services

Challenge

Needed comprehensive endpoint protection and remote monitoring and management for delivery of managed security services

Solution

Barracuda RMM and Premium NOC and Help Desk services

Results

- Reduced onboarding time by 30 percent

- Improved efficiency by 15 percent through Barracuda RMM service plans, security assessment, and other features

Comprehensive monitoring and alerting capabilities help save money

Chris made the switch from a competitive RMM and NOC solution to Barracuda RMM. "**One of the reasons I made the change was Barracuda RMM's monitoring and alerting capabilities**. In the past if the RMM didn't provide comprehensive monitoring and alerting for workstations
and servers, CPUs could max out on the workstations and if we weren't alerted, we couldn't catch the issue in advance. **Barracuda RMM enables us to monitor both our workstations and servers using the same technology in a single pane of glass and receive alerts when there are issues.**"

By switching, Chris immediately started saving money that went right to the bottom line. "**With Barracuda RMM, we get more features and added benefits for less.** That is still true to this day by reducing onboarding time with the service plans and improving technician efficiency with security assessments."

Then the storm shifted direction and Chris realized he would need the team's help in managing their customer calls. There would be power outages and customers calling to get their systems back online.

"I called my account manager on Sunday evening, not expecting a quick response." One hour later, he responded to tell Chris that **any Barracuda MSP NOC and help desk services that Boring needed would be provided at no additional cost.**

"That next day, we lost power to 68 of our sites. The support team enabled us to get our techs out to the field helping customers. **The customer phone calls and urgent issues were handled promptly and professionally. This really opened our eyes to the fact this was a real partnership.**"

> "Barracuda RMM is a vital part of our exclusive focus on managed security. With the endpoint protection and network management in one RMM platform, it's the core of all our offerings."

Learn more about Barracuda RMM

barracudamsp.com/rmm

Barracuda MSP and Boring work together to save the day for customers as hurricane hits

With the company's Florida location, hurricane preparation was always par of the routine. That changed when Hurricane Irma made landfall on September 11, 2017.

Chris explains, "My account manager called me a few days before the hurricane was predicted to hit, asking if he could help in any way. I told him we would be fine."