

MSP improves service delivery efficiency by 75 percent with Managed Workplace RMM



Founded in 1982 with offices in Belfast, Dublin and Chorley, England, McLernon Computers Ltd. is the largest provider of software to community pharmacies in Ireland. They serve small, independent pharmacies as well as large chains with hundreds of IT systems. The company provides fully integrated, Windows-based dispensing software for fulfilling medication orders and sophisticated electronic Point of Sale (POS) systems for managing retail and back-end pharmacy operations.

“Our success is largely due to our ability to be highly innovative and responsive to changing IT and security needs in the pharmacy market, as well as financial and legislative dynamics,” shares Systems Engineer Marc McGaughey. “This gives us a unique advantage in the market and enables us to deliver excellent products and customer service.”

A security solution that protects sensitive data from evolving threats

Serving the pharmacy market requires a laser focus on security and uptime. “Our customers require enterprise-grade security and we must continually ensure that extremely sensitive information – personally identifiable data and medical records – can be securely hosted, stored, and shared,” explains Marc. “Our customers also expect their systems to be running effectively 100 percent of the time for dispensing medications.”

The company also faces new challenges driven by the fast growth of cybercrime. “With the enormous increase in ransomware attacks, we are prioritising security more than ever. **We need the ability to stay on top of new threats and constantly monitor and manage every client environment.** At the same time, we need technology that will support our expansion throughout Ireland and elsewhere and help us scale our service delivery effectively.”

Profile

- Website: www.mclernons.ie
- Based: UK and Ireland
- Specialisations: Software and security services for the pharmaceutical market

Challenge

McLernon Computers required a security solution that could protect sensitive data, maintain uptime, and provide scalability to keep up with an evolving threat landscape.

Solution

By using Managed Workplace RMM, McLernon Computers was able to:

- Automate and scale their service delivery
- improve their ability to detect threats
- Utilize the RMM's remote control tools to connect to customer sites and set up scripting deliver patches remotely, and respond quickly to issues

Results

After deploying Managed Workplace, McLernon Computers experienced:

- A 50 percent reduction in on-site engineer visits and help desk calls
- A 75 percent increase in the efficiency of how they deliver patch management and other security services
- These improvements led them to sign a two-year renewal for Managed Workplace RMM

Managed Workplace streamlines the patch management process

The MSP is using Managed Workplace for monitoring and automating the management of security services for 4,500 pharmacy client devices, as well as securing McLernon Computers employees through the integrated antivirus and patching features.

“With our expansion plans for the business and the natural progression we were making, we decided an RMM solution would be a huge benefit for us,” says Marc. “Once we upgraded to Managed Workplace, we haven’t looked back. **We found a good number of capabilities to help us automate and scale our service delivery and improve our threat detection.**”

The team has also taken advantage of **the RMM’s remote control tools to connect to customer sites and set up scripting, deliver patches remotely, or respond quickly to issues.** “Our technical support team uses the remote control tool for all aspects of support, from training end users on our software to diagnosing and fixing potentially catastrophic issues. This is particularly handy for implementing manual fixes without requiring us to take control of an end user’s desktop and interrupting their work.”

“Managed Workplace RMM is the solution that enables us to build and scale a successful business in the pharmacy market. We have the confidence that we are providing the strongest security protection and system reliability while realising new efficiencies that help us elevate our service delivery.”

Managed Workplace leads to increased efficiency across the MSP business

After deploying Managed Workplace, **on-site engineer visits and help desk calls have been reduced by at least 50 percent. Efficiencies in delivering patch management and other security services have improved by an estimated 75 percent.** As a testament to the benefits gained, the company signed a two-year renewal.

Marc also credits Antivirus Pro Plus for improving threat detection and remediation. “The volume of malware and virus issues have been low since upgrading to Antivirus Pro Plus. The RMM’s remote scripting and patching tools have also contributed to our protection efforts, enabling us to apply fast fixes to 4,500 systems with a few clicks.”

Learn more about Managed Workplace RMM

barracudamsp.com/rmm



About Barracuda MSP

As the MSP-dedicated business unit of Barracuda Networks, Barracuda MSP enables IT managed service providers to offer multi-layered security and data protection services to their customers through our award-winning products and purpose-built MSP management platforms. Barracuda MSP’s partners-first approach focuses on providing enablement resources, channel expertise, and robust, scalable MSP solutions designed around the way managed service providers create solutions and do business. Visit barracudamsp.com for additional information. [@BarracudaMSP](https://twitter.com/BarracudaMSP) | [LinkedIn: BarracudaMSP](https://www.linkedin.com/company/BarracudaMSP) | blog.barracudamsp.com

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