

MSP improves proactive security services with Managed Workplace RMM



If you ask TechSolvers' Phil Long, the key to the company's success has been their laser focus on proactive customer service and strong client relationships. TechSolvers is located 16 kilometers north of London and provides managed services to small and medium enterprises, as well as IT consultancy for larger businesses. As a director for the privately-owned company, Phil oversees both sides of the business and explains, "We have a small, dedicated team that is completely customer service driven, which is rare in this day and age. We truly care about our client base and, along with the expertise and chemistry of our team, this enables us to deliver higher quality services and exceed expectations."

Protecting clients with better monitoring and visibility

Phil's biggest challenge is ensuring his clients' IT environments stay secure. "For our team, continuing to be proactive is a major thing. With changes we have seen in the types of threats and increased number of devices and applications on our customers' networks, visibility is critical. More than half of the clients we serve are small businesses with different security and budget requirements. **We need a solution that enables us to constantly monitor their systems and extends the capabilities of our team,** so we can deliver the best solution for each client."

Originally using another remote management and monitoring tool, TechSolvers was experiencing trouble with the billing process. "Billing was very complex and we needed a straightforward system to simplify the process."

Profile

- Year founded: 2009
- Number of employees: 12
- Website: www.techsolvers.co.uk
- Location: Hertfordshire, England

Challenge

TechSolvers needed a solution that enabled them to take a proactive approach to securing their clients' IT environments.

Solution

Using the cloud-based version of Managed Workplace RMM, TechSolvers was able to:

- Gain full visibility to customers' networks
- Receive alerts notifying their team of any issues, which empowers them to respond quickly
- Take advantage of on-demand remote control tool to provide support without conducting an on-site visit

Results

- The MSP gained efficiencies in proactive, responsive service through automated alerting and scripted remediation
- Simplified billing process by using a more straightforward system than they had previously
- On-demand remote control tool allowed TechSolvers to reduce their costs by £1.7k per year and eliminate the need to purchase third-party licenses

Reliability and versatility provide value

TechSolvers eventually made the switch to the latest cloud-based version of Barracuda MSP's Managed Workplace. They have found its balance of many capabilities with its simplicity of use to be very valuable in improving the MSP's security services.

“We are using Managed Workplace’s monitoring, patching, and antivirus on a daily basis. We provide these services right from the start to ensure clients are up to date and secure. **Managed Workplace helps us see everything on our customers’ networks,** any software changes over time, failings on a HP server, or even monitoring the sizes of files for high-level email users. We get alerts that go right to our help desk, which generates tickets so we can take fast action.”

Phil’s seven-man help desk team receives 50 calls a day and Managed Workplace’s remote control feature is crucial to their success. “The integration of an on-demand remote tool is amazing. **It has stopped us from looking at third party options because of its reliability.** We can point a client to a code on-demand. This is built in at no additional cost, so we don’t have to spend £600 pounds for a third-party license or send an engineer on-site. We also use this for our client training. If we can hop on a PC instantly with clients, that’s brilliant.”

“When I’m presented with a challenge, I can use Managed Workplace to fix it and prevent it from happening again in the future. This enables us to be proactive going forward, which is huge for our team and clients.”

Antivirus subscription saves MSP’s client

For Phil, the ability to be proactive and have access to flexible robust solutions have been the best benefits of working with the Barracuda MSP team.

One of TechSolvers’ large retail clients had problems with a third-party antivirus solution and Phil’s team was able to quickly provide a standalone antivirus subscription.

“The client ran out of licenses and could not get the new ones installed in time, so they called us. Our account lead helped us out quickly and we were able to get all of the licenses installed within two days. This is the customer service we are known for and proud of. This flexibility is massive for us.”

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

617.948.5300 | 800.569.0155 | sales@barracudamsp.com