

Company Profile:

AXXIS Technology is a systems integration company providing hardware, software, network infrastructure and support. The company offers managed IT services for thousands of workstations in companies that are spread across towns in New South Wales.

Website: www.axxis.com

Business Challenge: A proportion of AXXIS Technology's work with its clients was based on the break-fix model, and the company wanted to extend a smarter business model – based on remote monitoring, automation and proactive management – to more of its clients.

Added to this, not the entire AXXIS client base was on Service Level Agreements (SLAs) so AXXIS was seeking a compelling solution that would convince more of its clients to switch to the SLA model.

Much of AXXIS staff time was tied up doing a lot of manual 'grunt work' which resulted in less efforts being able to be made to actively seek new customers and business opportunities.

Solution: AXXIS Technology chose Kaseya's IT Managed Service solution. This integrated, web-based system provides a raft of services, from PC remote control and support; patch management; network monitoring and alerts; software upgrades and helpdesk and network policy enforcement. The Kaseya solution provides all the service management and support required – and more – in one product set.



Kaseya's Remote Management Solution Pays For Itself With One Client

The traditional 'break-fix' method of doing business was becoming more and more untenable for New South Wales-based service provider AXXIS Technology.

The company's MD, Mathew Dickerson, says the company reached the stage where it realised it couldn't keep going down the break-fix path, and started to change their business model in conjunction with investigating Kaseya's solution.

Having customers spread across NSW and servicing them from the AXXIS offices in the cities of Dubbo and Orange, staff were travelling hundreds of kilometres to customer sites, some of which are in remote locations – the company needed a much more efficient way to look after their clients' IT needs. It was becoming apparent that some of those needs could be delivered over the web using Kaseya's platform.

"We were already supporting clients under an SLA model and our aim was to work out the best way to keep doing that with less monotony and more efficiency, thereby providing a better service delivery to our clients," says Dickerson.

One of the benefits of using Kaseya that became immediately apparent was that it freed AXXIS staff from much of the routine, mundane work, enabling them to focus on high-level solutions.

"For example, with the number of patches constantly growing, much of our staff time was spent in setting up these patches for our clients. Once Kaseya was in place, we were immediately able to take away some of the time-sapping monotony of that work and we then started to add a reporting feature so our clients knew more about what was happening on their networks," says Dickerson.

With that information automatically being reported back to AXXIS as well, it has enabled the company to be even more proactive than it had in the past.

In that one area alone, Kaseya has added enormously to the company's efficiency. "In the past we relied on a monthly maintenance check to pick up some issues occurring on a client's network. The risk here was that an event could go unnoticed for a length of time. For example, we might do a monthly maintenance check today and then in three days, an event might occur which may not have been picked up until three weeks later when our next monthly maintenance check was due."

"Now, by using the alerting facilities and other functions within Kaseya, it means we can be made aware of some of those things early and address them before they become a major issue for the client," Dickerson says.

"One of the clever things with Kaseya is the pool of licenses that we may use for our clients. For example, we are discussing solutions with some clients at the moment that we have set up on Kaseya for a trial period. It is of enormous benefit if a client can trial it for a month, see the benefits and then decide if they like it or not – without having to organise a licence first," he says.

Move to Service Level Agreements (SLAs)

AXXIS supports about 250 different networks and 2500 workstations. Currently over 80 AXXIS clients and over 800 workstations are on the SLA model and the company will continue to move more clients over to an SLA model.

"We're currently in the process of changing other clients over from the traditional model to the SLA model," says Dickerson. "but some of our clients have been with us for 18 years and you can't just switch them over to a whole new model overnight."

Dickerson says AXXIS has been able to convince some of its clients to switch over to the SLA model simply by giving them a trial with Kaseya.

One prospective client said there was no way he wanted to go down the SLA path saying, 'When hell freezes over, I'll sign up to an SLA.'

"One day we talked about his network and found he had 82 patches required on his server and 78 patches required on his workstations. He wanted to just pay for me to fix that and I said 'Look, I'll use this great new product; it will take care of it'. So I provided him access to Kaseya and told him to use it for a month just to see what he thought of it. I told him that it would fix up his patches and do a few other things for him as well," Dickerson says.

"Meanwhile the client started receiving the weekly reports on what Kaseya was doing for his network. In the end, I didn't even have to call him; he sent me an email asking me to sign him up for an SLA," he says.

Dickerson says AXXIS has paid for the total first year cost of Kaseya with that one client. "And I would certainly not have moved that client onto an SLA without having Kaseya. Now every other client I sign up, every other efficiency I make, straight away I'm in front."

Streamlines Auditing

AXXIS Technology was initially only going to offer Kaseya to its platinum clients, but reconsidered. "We thought, why only offer Kaseya to certain clients when it makes us more efficient with all clients? The more clients we can set up with it, the better, so we implemented Kaseya for all of our SLA clients," Dickerson says.

Using Kaseya streamlines what used to be a time-consuming manual auditing process into one that takes far less time and staff resources. Dickerson says a typical manual audit of a client's hardware would have previously taken three to four hours and required a staff member to go onsite to visit the customer.

"What we do now is install Kaseya – online – on each client workstation, schedule it to automatically run an audit and then simply run off a report for the customer," Dickerson says. "For about 20 PCs, it takes about 20 minutes and an email and doesn't require staff to go onsite."

Other Benefits

Using Kaseya has helped AXXIS meet its Service Level Agreements with customers more easily. "With SLAs we have agreements that patching will be done within a certain timeframe so we had to always be on the ball monitoring patches and doing this all manually. Kaseya now reliably takes care of all that," Dickerson says.

Key Benefits

- Recouped total cost to AXXIS for Kaseya system in the first year with one new key client;
- Fifty percent increase in productive use of all staff time;
- Increase in the total number of clients with no need to increase staffing levels;
- Ability to provide clients with the new feature of a weekly report.

"We could have 30 people working very hard doing very monotonous, but essential, services for our clients. Or we can have five people doing high-level work and let the Kaseya solution do the grunt work. It doesn't take Einstein to work out the business benefits from that."

-- Mathew Dickerson, Managing Director and Senior Network Consultant for AXXIS Technology

Prior to Kaseya, AXXIS didn't have enough staff resources freed-up to pursue more work, to find new clients and to pursue other business. "Our technicians were just too busy," Dickerson says. "Kaseya has allowed us to maintain the same staff levels, but increase the number of clients."

Kaseya has also given AXXIS more 'visibility' with its customers. When AXXIS deploys Kaseya for a customer, a red triangle logo appears on the customer's systay. "This makes the customer aware that we're taking care of things and makes them feel more comfortable," he says.

Customers are also provided with a weekly report that's automatically generated on the Kaseya platform. "We didn't ever complete a weekly report before," Dickerson says.

Dickerson says Kaseya has streamlined AXXIS' business and provided immediate cost savings. "We've only been using Kaseya for nine months, but it's already obvious that it's been a good investment for us. I haven't yet crunched the exact dollar amounts in terms of savings, but I can say Kaseya is easily saving 50 percent of our engineer time. And there are even more benefits I am yet to gain from Kaseya that will deliver even more efficiencies," he says.

"Resourcing an IT business is difficult," Dickerson adds. "To have enough staff with the right mix of skills is a delicate balance. AXXIS now benefits because Kaseya takes some of the time-intensive work away from staff and that work is now done by the Kaseya solution."

Dickerson says that AXXIS' overall experience with Kaseya has been great. "You can go as deep as you like into all the technical benefits, but what we find is that we can simply support our clients better."

AXXIS prides itself on a 100 percent renewal rate for customers on service level agreements. "That's great from an ongoing business perspective. We've never had a client not re-sign to an SLA and we want to be able to keep that record intact. We'll do that by delivering high-level services to our clients and one of the ways we'll do that now is through Kaseya," says Dickerson.