



Company/Organization: Compudyne

Compudyne was founded in 1987 and has since grown from a local computer reseller offering break-fix services into a powerful regional systems integrator. Compudyne provides a full complement of repair, maintenance, support and network management services.

Website: www.compudyne.net

Business Challenge: Founded as an IT equipment reseller and break-fix service provider, Compudyne needed to come up with a managed services strategy that would streamline the way it provided services to customers. However, limitations in technology prevented the company from being able to proactively monitor and manage its customers' IT environments efficiently without having to rely on costly and time-consuming on-site visits.

Solution: Compudyne deployed a powerful managed service provider solution from Kaseya that allows its engineers to remotely manage and monitor their customers' IT environments from a central console. This remote management capability helps streamline basic administrative tasks like patch management and software deployment without having to send an engineer to each customer site. The Kaseya solution enabled Compudyne to launch its Edge managed services offering, allowing the company to transform itself into a full-service man-



Kaseya Enables Managed Services Business Model

Compudyne – a leading IT service provider and reseller in the northern Minnesota area – needed to come up with a better business strategy for providing managed services to its customers. Previously, the company relied on break-fix IT solutions – an inefficient business strategy that relied on hourly rates and lengthy on-site visits. In addition, administrators weren't able to respond quickly to critical IT issues, increasing response times and exacerbating periods of downtime.

"We were essentially a reactive service provider, forcing our engineers and administrators to run around to customer sites putting out fires," said Brad Schow, general manager of Compudyne. "We were simply reacting to downtime instead of proactively eliminating it."

Not only did Compudyne's break-fix services model affect the level of support it provided customers, but it prevented the company from scaling the business efficiently. In order to grow, it was obvious that Compudyne needed to adopt a new managed services business strategy and charge clients a flat fee for managing and maintaining their IT systems.

"We knew we needed to adopt a managed services model, however we lacked effective tools" Schow said.

Automatic and Remote Systems Management

After reviewing several competing tools, Compudyne deployed a remote and automatic managed services provider solution from Kaseya in its customer environments, giving its administrators a reliable platform to manage and monitor systems from a single, centralized location. The remote capability eliminated the need to send engineers on-site to fix availability or performance issues and enabled proactive systems management.

"Our technicians are able to automate essential tasks such as patch management and software deployment when previously, work was done manually on site" said Jon Heyesen, program director, Compudyne. "Not only is this a huge time saver, but it ensures our service offerings are consistent across the board in all our customer environments."

Kaseya Managed Solution Provider Edition is deployed in 44 Compudyne customer sites, managing nearly 3,000 servers and workstations. Using the solution's Web-based dashboard, systems administrators are able to manage each site individually or together as one large environment. This flexibility allows Compudyne to streamline repetitive tasks like issuing a Windows security patch while maintaining the integrity and security of each client. Kaseya's scripting agent furthers automation and allows administrators to set and control different tiers based on performance and availability service level agreements Compudyne has in place with each customer.

"Kaseya gives us the ability to respond quickly across our entire customer base at the same time," Heyesen said. "Now we're able to act immediately to security warnings and software bugs before they lead to downtime."

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The remote and automatic capabilities in the Kaseya solution enabled Compudyne to launch a new managed service offering. Now, instead of scheduling regular on-site visits, Compudyne network administrators are able to monitor and manage customer IT environments 24 hours a day, seven days a week from the company's headquarters in Duluth, MN. Instead of charging customers hourly for break-fix support, Compudyne is able to charge a flat fee for a managed service.

"Our managed service practice gives us much more control over how our customers' networks are deployed and managed," Heyesen said. "Whether through aging equipment or inefficient processes, our customers were not realizing the full potential of information technology. Now, we are ultimately responsible for the health and performance of their network. If something goes down, the risk is on us, so we make sure we are proactive and efficient."

The managed service offerings seem to be working. Since deploying the Kaseya solution, Heyesen has seen a dramatic decrease in instances of downtime and help desk issues. He credits this with using the Kaseya solution to stay one step ahead of potential issues.

"Being able to automate proactive maintenance, equipment replacements and patch management on our schedule has essentially nipped a lot of issues in the bud," he said.

When downtime does occur, resolution times have dramatically decreased as well. While it used to take several hours to fix basic availability issues due to drive times or communication issues over the phone, administrators can now simply take control of the affected system remotely and troubleshoot the issue immediately. Those hours-long resolution times now rarely exceed five or ten minutes.

Compudyne's managed services model through Kaseya has also improved the efficiency of the way it conducts business. By dealing with fewer IT issues and being able to fix most of them remotely, the time administrators spend on each client has decreased, enabling them to do more over the course of the day. As a result, engineers in the managed service practice are 94 percent utilized, compared to 70 percent in the break-fix practice.

Key Benefits

- Network engineers are able to proactively manage customer IT environments, preventing downtime before it occurs or becomes an inhibitor to business continuity
- Customers have reported fewer critical IT issues as a result of more attentive IT maintenance
- The average help desk response time has decreased from several hours to just five minutes
- Compudyne has improved employee utilization in its managed services practice from 70 percent to 94 percent
- Compudyne's engineer to node ratio increased from 200:1 to 800:1

"There are a lot of managed service provider solutions out there that promise all sorts of things. None can hold a candle to Kaseya. It's truly transformed the way we provide IT services to our customers."

-- Brad Schow, general manager, Compudyne

What do more efficient employees mean to Compudyne? Simple. It improves the level of service delivered to customers while enabling the company to grow and increase profitability. Before Kaseya, the average engineer was able to manage 200 nodes. Now, the same engineer is able to manage up to 800 nodes and provide a much better and more powerful service.

"There are a lot of managed service provider solutions out there that promise all sorts of things," Schow said. "None can hold a candle to Kaseya. The remote capabilities and proactive systems management features dramatically improved the level of service we provide customers and truly transformed our business."