

Company Profile:

inhouseIT combines IT service, remote management, help desk, rapid response, monitoring, network security and consulting in a comprehensive managed service.

Website: www.inhouseit.com

Business Challenge: inhouseIT works with a number of small and large companies to provide a complete managed IT service that includes monitoring network resources, updating software licenses and patches, fielding basic help desk issues and conducting regular IT audits. However, limitations in remote monitoring technology prevented the MSP from providing these services in a cost-efficient manner, requiring a lot of time-intensive on-site maintenance – an inefficient and expensive service delivery model for both the managed services provider and its customers.

Solution: To improve service delivery, inhouseIT leveraged an automated systems management solution from Kaseya that gives its service professionals a remote, complete and integrated view into its customers' IT environments. The solution – which sits on every server and desktop on the network – enables inhouseIT to manage systems remotely, consistently push out software updates and patches, and ensure that infrastructure is running optimally with little hands-on management or administration.

MSP Leverages Automated Managed Services Solution to Gain Visibility Into Customers' IT Environments and Streamline Systems Management

Many of inhouseIT's customers are growing companies with an expanding work force based in several remote or branch offices. The geographically diverse business model helps small companies cover more territory and a larger customer base without problems with latency, customer service or a thin supply chain.

However, from an IT standpoint, this distributed infrastructure makes it difficult to maintain IT service delivery consistently and efficiently throughout the companies' business network. Keeping systems up and running, including mission-critical business applications, are vital to maintaining business efficiency and employee productivity. Unfortunately, like most small-to medium-sized companies spread throughout the world, it is just not cost-efficient for them to support a dedicated IT staff in every office. Instead, the responsibility falls to a member of the business staff who isn't necessarily trained in IT support and has other responsibilities. With limited IT training, he is the guy other employees track down when email is offline, their password isn't working or a virus or spyware is draining desktop performance. When he can't solve the issue, he defers to a managed service provider that comes around twice a week, troubleshooting help desk issues and ensuring optimal systems performance and availability.

"These guys are great at what they do but are severely limited in the scope of IT maintenance they are trained in," said Steve Bender, Co-CEO, inhouseIT. "They find themselves constantly bombarded with spyware or password issues to the point where they can't concentrate on their primary responsibilities as a member of the business staff."

On-Site Visits Cut Into MSP's Margins

The IT service delivery model wasn't ideal for inhouseIT, either. As an MSP, the company has a responsibility to provide its customers with a certain level of systems performance and availability, however, the constant administrative issues are a pain to fix remotely, given the remote management tools available. It just isn't efficient to drive out for every help desk call, but the issues remain.

Beyond straining its resources to meet service levels, inhouseIT wasn't working efficiently and needed to change its business model. On-site visits – while they eventually solve the issue – aren't timely or cost-efficient. Service professionals have to spend several unbillable hours a day in the car, traveling to and from the location, often for administrative issues that take minutes to resolve.

"Rather than bill by visits or by the hour, we knew we could increase our margins by streamlining our management processes through remote access and automation, billing customers per system we managed," Bender said. "Unfortunately, the technology just wasn't there to execute."

Automated, Remote Systems Management Provides Integrated View

inhouseIT looked to Kaseya to provide it with a managed service automation solution that gave it a remote, integrated and complete view into its customers' IT environments. inhouseIT brands the solution under its own SITEmanager™ product, but the technology is developed and supported by Kaseya. By using the Kaseya solution to monitor system health

remotely, troubleshoot software issues remotely and track IT assets remotely, inhouseIT is now able to provide more powerful and proactive systems management to its customers in a much more efficient service delivery model. In addition, help desk issues can be resolved much more quickly, ensuring systems availability and improving employee productivity.

“The SITEmanager™ product with Kaseya has dramatically changed the way our customers think about IT,” Bender said. “When end users are faced with an IT issue, they can use the intuitive management console to easily drill down to diagnose the problem. If they can’t solve the issue, they call us and we can remotely gain access. Before we installed SITEmanager™, we would have had to drive out, guaranteeing several more hours of downtime. Now, it’s potentially minutes.”

SITEmanager™, powered by Kaseya Managed Solution Provider Edition, sits on thousands of clients in customer deployments – giving inhouseIT both a general and drilled-down view of its customers’ computing environment. The solution automatically monitors workload, ensuring optimal performance and availability. It then populates an intuitive accounting engine that spits out regular reports that customers can use for software license management, patch management and hardware retirement scheduling. The better visibility into the network allows customers to complete regular IT audits – a mandate in many industries—in a matter of minutes, a process that typically takes companies several days if done manually.

IT Efficiency = Business Efficiency

As a result of the Kaseya solution, inhouseIT now has the tools necessary to deliver complete systems management services to its customers, helping them ensure their business applications – as well as other mission critical systems – are up and running when they are needed. In addition, Kaseya’s remote and automated systems management technology keeps its customers’ infrastructure working optimally while help desk issues are addressed timely and efficiently.

Not surprisingly, the more comprehensive systems management has led to a dramatic decrease in performance issues related to viruses and spyware. With less IT and availability issues to face, end users are more productive.

The Kaseya solution has also enabled inhouseIT to transform its business to a more managed service business model. Previously, the MSP would invoice customers according to billable hours – a limiting business model due to the 40-hour work week and the amount of time wasted driving to and from on-site visits. Now, with remote management and monitoring a viable alternative, inhouseIT can bill per systems managed and save its engineers’ valuable time for more proactive projects. In addition, the increased visibility into its customers’ IT environments ensures more accurate billing.

Key Benefits

- inhouseIT’s remote view into customer IT environments improves network health and systems availability while reducing on-site visits
- End user help desk calls have dramatically declined, allowing inhouseIT’s service professionals to shift their time from support back to more proactive and preventative projects
- Through the Kaseya solution, inhouseIT is able to check for software vulnerabilities for all its customers at once and seamlessly push out patches, streamlining the process and ensuring consistency
- Kaseya has allowed inhouseIT to transform its business to a more managed service billing model, streamlining its business and increasing margins

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-- Steve Bender, Co-CEO, inhouseIT

inhouseIT service professionals are also more proactive, catching potential network issues or software vulnerabilities before they occur. They are also able to view all its customers’ IT networks as one environment, enabling them to push out software updates and patches with the click of a button, check for software vulnerabilities at once and monitor system health consistently. This streamlines its own business process, making the business more efficient and improving profit margins.

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