

**Company Profile:** PC Works Plus designs and maintains business computer networks, telephone systems and customized applications.

**Website:** [www.pcworksplus.com](http://www.pcworksplus.com)

**Business Challenge:** Already a satisfied Kaseya systems management customer, PC Works Plus sought to expand its remote monitoring capabilities by deploying N-Able, hoping that by integrating the two solutions' strengths, the company could streamline IT service and increase service levels to its existing managed services clients. However, while Kaseya automated the management of distributed systems, the N-Able solution failed to deliver on its promise as a reliable monitoring tool. Instead of making administrators more efficient, the software was impossible to deploy effectively and when it did work, the N-Able interface added unnecessary steps to basic tasks, cancelling out the efficiency benefits of the Kaseya solution. As a result, the rollout of new clients was put on hold while the integration and monitoring issues were resolved.

**Solution:** After spending hundreds of hours and thousands of dollars trying to get the N-Able solution to work, PC Works Plus finally opted out of its licenses and gave remote monitoring responsibilities back to Kaseya, adding 1,500 more seats. Within days, the re-engineered managed services offering was rolled out to dozens of clients in four states, allowing administrators to remotely maintain, monitor, secure and back up nearly 2,000 distributed systems from a single Web-based interface. The consolidation helps automate repetitive tasks, saving hundreds of man hours each month, dramatically improving productivity and employee margins and enabling a more scalable MSP business model.



## Kaseya Out Performs N-Able, Helps Automate Service Delivery for MSP

After meeting with marketing and sales executives from N-Able, David Wertz, president of PC Works Plus—a managed service provider (MSP) in Blair County, Pa.—liked what he heard. The software vendor demoed its product, showing the 20-year IT veteran how N-Able's software could supplant his existing Kaseya solution and help streamline remote monitoring of distributed systems. Despite having no problems with the Kaseya software, Wertz decided to run both solutions in tandem, using each solution's purported strengths—N-Able for monitoring and Kaseya for systems management.

While the Kaseya solution helped automate the daily maintenance of its customers' servers and workstations, the N-Able monitoring software gave administrators fits. Wertz first attempted to roll out the software with six existing managed services customers that totaled less than 100 systems, however, the installation process dragged on for weeks without much progress being made. Early in the process when it was apparent the deployment wasn't going well, Wertz came up with the idea to use the Kaseya solution to install N-Able, perhaps a first in the systems management industry.

"That should have been a sign that we were heading down the wrong path," Wertz said. "We couldn't even get six customers set up on N-Able, despite spending hundreds of man-hours and thousands of dollars over a two month period."

PC Works Plus even had an engineer from N-Able come out for a week to help with deployment. Wertz and his staff also conducted daily conference calls with several N-Able representatives for two weeks, trying to work out the kinks and get it installed on just 100 computers. Even then, the software would not work reliably. When it did work, administrators found that the N-Able interface wasn't laid out logically, spawning multiple windows as you navigated through the features. Scripting—a feature intended to automate repetitive tasks—wasn't intuitive and required hours of programming. Setting policies, groups and permissions required even more manual maintenance. The biggest problem was that even after two months, the solution still wasn't stable or reliable and wasn't populating the management console with monitoring information. Alerts that should have been red or green, remained grey.

Finally, Wertz realized that despite doing due diligence, the N-Able solution just wasn't going to work. Fortunately, he was able to get the vendor to agree to a 30-day opt-out clause, freeing PC Works Plus to cancel its order without any financial obligation.

"After two months it was obvious we needed to pull the plug and move on. We had a solid solution in Kaseya that was simpler, more intuitive and actually did what it was supposed to do," Wertz said. "The N-Able software looks nice—it has all the bells and whistles—but it is about 25 percent as usable as Kaseya. And ultimately, that's what really matters. If N-Able did everything the marketing folks said it could do, it would be an amazing product. The reality is that we were sold on a sales presentation, not the actual performance of the product."

### Complete, Automated IT Management Solution

PC Works Plus pulled the plug on the N-Able solution, giving full monitoring and systems management responsibility back to Kaseya. Now, administrators have access to a single IT management solution that allows them to maintain, monitor, secure and back up distributed systems from a central Web-based management console. Kaseya's integrated and automated features help streamline repetitive tasks like patch management, software deployment, auditing, disaster recovery and basic maintenance, making administrators more productive and the business more scalable and more profitable.

"I like to think that we were an efficient company before totally committing to Kaseya, but it is safe to say that we are now an ultra-efficient MSP, able to provide fast and effective managed services to our customers," Wertz said.

The Kaseya low-footprint client is deployed on nearly 2,000 servers and workstations in dozens of independent and distinct customer environments. Most clients are within 100 miles of the PC Works Plus headquarters in Blair County; however, some are distributed in multiple locations and across state lines. All can be remotely monitored and managed by PC Works Plus administrators from anywhere with an Internet connection, ensuring that all systems—no matter how often or how long they are connected to the corporate network—are being monitored and protected. And despite the problems with rolling out the N-Able solution, Kaseya was fully deployed and operational within several days.

"My advice to other service providers attempting to move to the MSP business model would be to stick to the plan," Wertz said, referring to his momentary deviation with N-Able. "Put together an offering you believe in and follow through."

## Increased Productivity, Revenue and Margins

As a result of placing IT management responsibility solely in the hands of Kaseya, Wertz gave his administrators the technology they need to provide fast, quality IT service to his customers, enabling a more scalable MSP business model. PC Works Plus now offers two levels of managed services—gold and silver—helping to streamline service delivery and make service levels consistent across the spectrum.

Tasks that used to take days or weeks—like issuing a new Windows patch, upgrading software or even defragging desktops—now take minutes. Administrators can simply conduct maintenance on one machine locally, and then replicate the process automatically to a group or groups of computers. In addition, Kaseya's reliable monitoring and alerting features help identify potential problems before they lead to major issues or downtime. The proactive management strategy further helps prioritize the staff and make them more productive while boosting performance and availability levels of customer systems.

In the first full year after deploying Kaseya, PC Works Plus added 25 new clients and 300 additional machines without hiring additional staff. As a result, revenue has increased 30 percent in the last year while margins have dramatically improved. By eliminating the need for on-site manual maintenance, the MSP has saved thousands of dollars in vehicle and fuel costs while eliminating un-billable travel time. In addition, opting out of the N-Able contract saved \$150,000 off the year's budget in both capital and operational expenses, a major cost savings for a company with just over \$2 million in annual revenue.

"We've had a smooth increase in productivity with few bumps in the road and no growing pains," he said. "The administrators are more relaxed and travel less. We're providing a better service and making more profit with equal or less effort. My guys are 25 percent more efficient, and that's a conservative estimate."

### Key Benefits

- Kaseya enabled the MSP to add 25 new clients, 300 systems and 30 percent revenue in one year without adding staff
- The more efficient service delivery model makes administrators 25 percent more effective over the course of a day
- PC Works Plus was able to opt out of N-Able licenses, re-acquiring \$150,000 in licensing costs
- Remote capabilities dramatically reduce the MSP's reliance on on-site visits, leading to faster resolution times while saving thousands of dollars each year in fuel costs

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-- David Wertz, president, PC Works Plus

## Fast, Reliable IT Service

PC Works Plus has worked with the Altoona Housing Authority (AHA) for several years, primarily as a break-fix service provider. As computers broke down, applications failed and emails were lost, an executive assistant would accumulate IT requests for a PC Works Plus administrator who came once a week. However, as problems that arose on a Monday weren't resolved until Friday, the agency grew impatient with the slow IT response. However, given the small IT budget, the AHA couldn't afford to have an administrator come out more than once a week.

PC Works Plus deployed the Kaseya solution with the housing authority, allowing administrators to remotely fix problems immediately as they occur. Kaseya's real-time monitoring features enable proactive management of the systems, often identifying and resolving performance and availability issues before end users are aware there is a problem.

"The Kaseya solution enables us to take a more proactive approach to providing IT service to AHA, as opposed to the reactive break-fix strategy we employed previously," Wertz said. "The result is that the customer receives faster, more reliable service, and we're able to deliver this service in a more cost-efficient way. It's win-win for everyone involved."

## About Kaseya

Kaseya is a global provider of IT automation software for IT Solution Providers and Public and Private Sector IT organizations. Kaseya's IT Automation Framework allows IT Professionals to proactively monitor, manage and maintain distributed IT infrastructure remotely, easily and efficiently with one integrated Web based platform. Kaseya's technology is licensed on over three million machines worldwide.

For a free 30 day trial visit [www.kaseya.com/download](http://www.kaseya.com/download)

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