Sybaweb's continental expansion driven by Kaseya

Growth required remote support capabilities, cloud efficiencies, and automation to free-up expertise for more complex tasks.

When Sybaweb, an established and trusted IT service and solutions provider, wanted to expand its footprint, the company implemented Kaseya's IT systems management technology to assist with the process.

For over 20 years, Sybaweb has steadily expanded operations, growing from a start-up in 1994 to a significant force in the South African IT market today. The company services a diverse client-base across a broad spectrum of vertical markets, with a focus on engineering, manufacturing, and finance; and caters to small and medium-sized businesses. However, business was concentrated in the major city centres of Cape Town, Johannesburg and Durban.

"Sybaweb is a managed services provider that offers a complete IT management solution comprising consulting, connectivity, cloud services and managed services on open source and Microsoft platforms," explains Andreas Nel, CEO at Sybaweb. "We have a team of highly skilled staff with core competencies in a number of areas, specifically service support and desktop maintenance, as well as our own data centre and network infrastructure, as the company is also an internet service provider (ISP). This ensures we can provide our clients with the solutions and advice they need to grow."

Addressing growing outsourcing demand

Despite a thriving business, Sybaweb was hungry to expand into other regions in South Africa, as well as Africa. The company had identified a growing demand for outsourced managed services that could assist companies to improve the efficiency and profitability of their businesses through the maximisation of technology and IT systems.

"We needed a solution that would enable us to scale our business expertise effectively, while also leveraging the power of the cloud to reach a broader market," continues Nel. "We also needed a Microsoft Windows-centric solution as that is the platform the majority of our clients work off. The Kaseya suite of tools met all of these requirements."

Since partnering with Kaseya, Sybaweb has successfully expanded its operations in South Africa, and is now servicing multi-national clients that have operations in several African countries. "To accommodate this growth, we have increased our support staff complement, but the adoption of the Kaseya solution also means that we have been able to increase the number of workstations managed per technician by 20%-30%," says Nel.

Up to 30% increase in end-point management

"This is largely due to the automation capabilities of the Kaseya solution. It allows our technicians to schedule the often mundane, and time consuming services. This lets them concentrate on the more important aspects of managed services, like issue resolution and proactive system maintenance. This has made our staff more efficient and allows them to focus on the bigger picture, which is where we can add real value to our clients' businesses."

In addition, Sybaweb is now also able to offer a broader spectrum of value added services to its clients. "The reporting functionality, for instance, enables us to report back on where exactly a client's spend with us has gone, and what issues have been resolved. This ensures complete transparency, which helps to build trust, and delivers value as clients can now get a clear picture of their IT services. Our Kaseya-based IT framework can also audit our clients' systems, which enables us to make recommendations, anticipate problems and predict faults before they happen."

Significant increase in clients' operational efficiency: improved ROI

The Kaseya solution also allows Sybaweb to preempt upgrades based on replacement cycles of hardware. "We are able to reduce the number of 'dead' machines on a network through the

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Industry
Managed service provider

Business Challenges
- Support expansion over a vast area, including numerous African countries
- Increase business operating efficiencies and reduce clients' expenditure
- Remote management of upgrades and deployments
- Automation of tasks to free-up technicians to service more end-points and offer more services

Essentials for Service Providers
Kaseya Managed Service Automation

Core Benefits Delivered
- Maximised technology and IT systems to improve efficiency and profitability of clients' businesses
- Scaled business expertise effectively
- Leveraged power of the cloud to reach a broader market
- Allowed technicians to service up to 30% more end-points
- Remote access allowed technicians to service a large number of geographically diverse end-points.

monitoring and reporting functionality. This has significantly increased the operational efficiency of our clients' systems, which delivers a better return on their existing IT investments."

And Kaseya has improved Sybaweb's operational efficiencies too. "The deployment process for the agents, through Kaseya v6.3, is so simple that we don't require a technician on site to do it, as roll-outs can now be managed remotely. This has reduced our travel costs and ensures clients are up and running following upgrades in a shorter timeframe," says Nel.

"These increased efficiencies reduce our clients' operating expenses, while capital expenditure is also reduced as there is no longer a need to purchase disparate solutions, like antivirus, as this is built in to the framework of Kaseya v6.3."

Kaseya has also made Sybaweb's expansion into Africa a lot smoother. "There is a great deal of variability in the quality of Internet connectivity when working with clients in Africa. As such, the ability to schedule agent procedures for after office hours has enabled our technicians to manage this variable connectivity. This is imperative to ensure that the proactive maintenance of their systems continues, albeit remotely."

Pan-African reach

As a result of Sybaweb's enhanced capabilities, large multi-national companies have come knocking, as they look to improve their IT systems management across multiple disparate locations. One such client is engineering firm UWP Consulting. With 13 South African offices, as well as offices in Zambia, Tanzania, Botswana and Zimbabwe, the company needed to align IT and business by standardising their IT systems across all of their branches.

According to UWP Consulting's MD, Craig Northwood, "We have successfully completed projects in several African countries, including Mozambique, Zambia, Tanzania, Botswana, Zimbabwe, Uganda, Madagascar, Burkina Faso, the Democratic Republic of Congo and Namibia. With our footprint in Africa growing daily it's important that we can facilitate constant connectivity and communication with all our branches, so they can communicate directly with one another when working on the same project.

"Sybaweb has been instrumental in helping us achieve this. Their grasp of our business needs also matched their impressive knowledge of IT and technology, which will be key to UWP's success and growth for years to come," says Northwood.

The new automation process provided by Kaseya enabled Sybaweb's technicians and solution architects to evaluate the performance of UWP from an IT perspective and give the company a clearer picture of the IT resources it had over such a widely distributed base. "We were then able to offer value-adding advice to improve the performance, efficiency and effectiveness of the company's IT systems as we gained visibility over their entire network," explains Nel.

"Thanks to the flexibility of Kaseya, Sybaweb has been able to improve on their already impressive reputation of being one of South Africa's top ISPs, by offering their quality services further afield," says Garth Hayward, Regional Manager for Africa at Kaseya. "This partnership with Kaseya ensures that Sybaweb is no longer limited to just providing world class ISP and managed service solutions to clients located around South Africa's major cities, but into other African countries too," he concludes.

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Andreas Nel
CEO, Sybaweb

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

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