Instant Access

Instant Access streamlines distributed, mobile workforce management with Kaseya VSA

Instant Access is Australia's premier provider of access equipment such as aluminium scaffolding and elevated working platforms – often known as "cherry pickers."

It has a staff of more than 100 specialists working across 10 locations in Australia and New Zealand, and at customer sites in difficult locations. Staying in touch with such a distributed and mobile workforce is an important issue.

As such, the company's needs are very demanding. "We need to be able to communicate with all of our people all the time, no matter where and when," said Kirk Tabb, IT Project Manager at Instant Access.

"Kaseya's remote monitoring and management tools give us the ability to quickly connect and support end users if they have an issue, allowing us to deliver a great customer support experience. We use Kaseya to manage and maintain our entire fleet of endpoints – mobile devices, laptops and workstations – and our server farm."

Managing Complexity

While Instant Access is large enough to need formal IT support, it is not big enough to do it all in-house. It chose managed service provider (MSP) CustomTec, a Kaseya business partner and reseller, to provide its network support.

"We used to spend hours or even days fixing problems. As we grew, our system became more complex and we were demanding more and more from our internal team. At one stage we thought of employing extra IT staff, but we soon realised it made sense to find a specialist organisation to support us."

"That's when we engaged CustomTec. My time is better spent analysing and developing our IT, and giving management more information about where the business is going."

"One big advantage to Kaseya is that onboarding new users and machines is simple and fast. We use Kaseya's built-in discovery to detect new devices on the network. When we get a new user, I spend an hour with them to just jump on remote control, talk them through how the software works, and point them in the right direction. It's that simple."

"Through the use of Kaseya, CustomTec is also very proactive. They can see potential problems in the network before we can, and they're available 24/7. It saves us a lot of time, and gives me peace of mind."

The MSP View

CustomTec's managing director Damian Higgins says that the Instant Access system takes advantage of a number of Kaseya's add-on modules to deliver security and backup capabilities. "These features complement the built-in functionality, where Kaseya has been a leader for a long time."

"The core capabilities include asset management, patching and comprehensive monitoring. Kaseya VSA enables us to employ an extensive library of agent procedures and scripts that allow a proactive IT service. We've developed many scripts over the years to allow a tailored approach to supporting Instant Access."

CustomTec has approximately 65 staff around Australia and in the Philippines, where its network operations centre (NOC) is based. The NOC is responsible for such functions as system and application patching, backup maintenance, event log monitoring, and system resource and asset management.

"Often when businesses have internal IT staff, people can take their eyes off repetitive tasks

Kaseya Customer

Instant Access
Sydney, Australia
www.instantaccess.com.au

Industry

Building access equipment including aluminium scaffolding, mobile towers and elevated working platforms

Business Challenges

- Managing a distributed and mobile workforce
- Monitoring the network 24/7
- Onboarding new users
- System maintenance

Solution

Kaseya VSA

Service Category

- Business Continuity Services
- Security Services
- Availability and Monitoring Services

Core Benefits Delivered

- Lower cost of managed IT
- Faster onboarding of new users
- Real-time reporting

Summary of Benefits

- Remote access tools for the support of over 1,000 widely distributed users
- High network visibility and 24/7 support
- Advantages of real-time information eliminating old style reporting
- Onboarding new users and machines is simple and fast

Kaseya®

until a problem occurs. These problems could have been prevented through consistent maintenance and automation."

"CustomTec concentrates on the automation of repetitive tasks, in addition we have a focus on security and mobility. Instant Access has recently gone through a technology refresh and moved into the CustomTec cloud, which means we can offer even greater visibility and support is able to be delivered immediately."

"Kaseya has an excellent cloud application management platform – there's a user-friendly dashboard and custom reporting. Everything is on demand. With high visibility and auditing we can easily arm the customer with information to understand how we are performing as an MSP, how their environment is performing, and what's going on with their environment."

Higgins says Kaseya allows the automation of many processes. "Many menial tasks can slip through the cracks when performed manually by individuals. The more of those processes that can be automated, the better. The Kaseya platform enables us to do that."

One example, he says, is the use of live dashboards rather than old-style reporting. "Dashboards automate the information so that it's available in real-time. Built-in alerts advise the appropriate individuals who need to know particular information."

"Instead of a CEO getting a report showing how the company is doing at the end of the month, he has a dashboard, which he can view at any time. Support and maintenance is important, but when you start getting clever and innovative that's when the technology is fun."

"Kaseya's remote monitoring and management tools give us the ability to quickly connect and support end users if they have an issue, allowing us to deliver a great customer support experience."

Kirk Tabb
IT Project Manager, Instant Access

ABOUT KASEYA

Kaseya® is the leading provider of complete IT management solutions for Managed Service Providers and small to midsized businesses. Kaseya allows organizations to efficiently manage and secure IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower businesses to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions currently manage over 10 million endpoints worldwide and are in use by customers in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya, headquartered in Dublin, Ireland is privately held with a presence in over 20 countries. To learn more, please visit **www.kaseya.com**

Rev 122916