VSA and BMS by Kaseya
Make Impossible IT Jobs Possible

CARD MRI is a financial services company in the Philippines with a noble aim – to help millions of poor rural women and their families not just survive but prosper. It delivers successfully on its mission through microloans, affordable insurance, banking, and education. In fact, the company's full name truly speaks to its mission — Center for Agriculture and Rural Development Mutually Reinforcing Institutions — and it is the Philippines' biggest microfinance conglomerate.

The company works with Kaseya and one of its service provider partners to make IT operations efficient and scalable, and put it on a more aggressive path to greater IT maturity. CARD MRI uses a combination of VSA and BMS from Kaseya to automate and secure IT infrastructure and endpoints, as well as manage projects and interactions with end users.

Mr. Raul Dizon, Head of IT for CARD MRI, is driving the organization from one that responded to problems to one that is increasingly proactive and service-oriented. His goal is to move to a higher stage of what he calls innovation.

The NMI Connection

CARD MRI takes its IT seriously. As one of 22 companies under the CARD MRI banner, CARD MRI Information Technology, Inc. (CMIT) is an IT services company that handles its parent company's needs.

"CARD MRI Information Technology, Inc. is an IT services corporation specializing in integrated technology solutions for microfinance, microinsurance, and other related organizations," the company explains on its website.

CMIT works closely with Kaseya partner Network Manager, Inc. (NMI), and the two companies have similar goals. "We lead in providing IT solutions for a variety of clients that seek automation to improve efficiency and productivity. By focusing on our three distinct competitive advantages – automation, integration, and consultancy, we help our clients cut their IT operating costs by as much as 70 percent," says NMI on its website.

For Dizon, running IT for CARD MRI has been a journey of learning, as his background is in mainframe computing. "I started three years ago, not being abreast of the technology," Dizon admits. Fortunately he is a fast learner, and he quickly moved to modernize and revolutionize his organization's approach to IT.

CARD MRI's own subsidiary helped drive that charge. "CMIT is an online consulting company, and it has enlightened us with a lot of processes, especially ITIL-based ones. There are different maturity levels CMIT has shown us, and we are trying to grow along these levels. We went from Firefighter to Stabilized Company, to Proactive Company, Service Provider, and finally Innovator. To comply with this, we have to comply with around 24 ITIL processes," Dizon explains.

The Firefighter stage is what MSPs know as break/fix. "As a Firefighter, we just go with the flow. If there are problems, we react. That's how we were before," he said. "Because of Kaseya and CMIT, we have moved up to the Stabilized maturity level, wherein, with the ITIL processes in place, we have change management, incident/problem, and request fulfillment, and we have the users involved in problem resolution."

NMI is also playing a critical role driving CMIT forward. "With the help of NMI, we have developed a workflow-based systems management platform available to all technical personnel and end users nationwide," Dizon states.

Dizon says he believes his organization is more proactive, and part of this is because it uses BMS by Kaseya, a professional services automation (PSA) solution that is tightly integrated with the VSA by Kaseya, a remote monitoring and management solution. "At the Proactive

Kaseya Customer

Card MRI
San Pablo City, Philippines
www.cardmri.com

About Card MRI

CARD MRI Information Technology, Inc. (CMIT) is a subsidiary of Card MRI, and handles IT solutions for its parent company's microfinance, microinsurance, education, and related functions.

Challenges

- Unable to scale to meet growth
- Could not meet compliance regulations
- Thwarted in drive toward higher levels of IT maturity

Solutions

- VSA by Kaseya
- BMS by Kaseya

Benefits

- VSA and BMS helped enhance processes and automation, making IT far more efficient
- Security, auditing, patch management, and reporting found in VSA enable CARD MRI to meet rigorous compliance rules
- Working with Kaseya and partner, NMI, helped CARD MRI move from approaching IT reactively toward being innovative

Kaseya®

level, we are using [BMS] and have just implemented the PSA in almost 1,600 devices, including laptops and desktops. We are adding another 700," he explains. "We have automatically discovered workstations, so with the help of VSA, it is now easy to have an inventory of what we have. There is joy and peace of mind in knowing what we have, and what the problems are across our IT infrastructure with all of the devices."

The Compliance Factor

As an organization deeply involved in finance and insurance, regulatory compliance is a must. Here Dizon's team must prove compliance to the managing director. This is a key issue in mid-year planning, and in the past, the managing director was less than pleased, and reprimanded the group. No more. Since June 2016, there have been no issues due to VSA. "Thanks to NMI and Kaseya for making me feel good during that mid-year planning. It was a good investment," Dizon notes.

A big part of compliance is security, an issue of prime importance in its own right. This has come in handy with the increase in ransomware, which represents a recent worry for Card MRI. "With regards to ransomware, we were notified by NMI about how to implement the patch and were able to deploy it in time," he remembers.

Moving up the IT Maturity Ladder

Another level of IT maturity that CMIT adheres to is the Service Provider level. "We are going to the Service Provider level since we are supporting the members of the group and another IT company through a joint venture. We have to provide service level reports to their board and to the clients, and we are now capable of providing them," Dizon says.

Part of being highly mature is seeing IT as a business driver. "We are aligned with the business. For user acceptance and buy-in, customer service is very important. It is an indicator of how well we are providing services. So far so good. Our board is very happy. We have a measure of how good the service is, or how bad the service is, that we are providing our clients," he says.

CMIT Goals

CMIT aligns its vision with that of CARD MRI itself. "At CMIT, we are not trying to be an IT company just for the sake of providing services and profit. We are here to serve the CARD MRI vision. We will grow from 3 million members to 8 million by 2020. We cannot do that without technology. We have to use the best technology, so that we can give the best service for the least cost — for the people in the countryside," Dizon explains.

Dizon continues to drive his IT organization forward. "We are now into our second IT strategic roadmap and embarking on new technology to reach out to the farthest members of the community through mobile and ecommerce," he says. "We need to provide a lot of progress in services through these applications to drive the economy in the rural area, even if they only have 10 sacks of rice to sell."

The CMIT foundation is based on technology and a desire to rise to higher levels of maturity. "We cannot deliver these products and services if we have a weak foundation. If we do not have a sturdy trunk, then we cannot do it. If we can outsource, if we can get packages to deliver and make the trunk sturdier, we can produce more. That is our objective, and this is where NMI and Kaseya are really helping us," Dizon explains.

Dizon sees several areas as essential to delivering true value to customers and clients. "One is the leadership and culture of the company – that is why we are doing education in all our centers," he explains.

Resource productivity is critical, and CARD MRI provides tablets to resource officers so everything will be done online – no matter where the officers are.

Lastly, process automation. "Using Kaseya, branch managers across all 22 companies can send a request or create a change request," he notes, eliminating the manual process.

Dizon has clearly found a winning formula. "You need three things to be very successful. You need a good product, and Kaseya with the help of NMI is a very good product.

> "We are aligned with the business. For user acceptance and buy-in, customer service is very important. It is an indicator of how well we are providing services. So far so good. Our board is very happy. We have a measure of how good the service is, or how bad the service is, that we are providing our clients."

Paul Dizon
Head of IT for CARD MRI

The best product I have seen since my mainframe days," Dizon explains. "But you have to have good processes. That is why I embarked on implementing the ITIL processes. For instance, we engaged the industrial engineers at NMI to document and revise job descriptions, finalize the processes, implement metrics for process, and relate all metrics and KPIs. These KPIs will now be reflected in the performance evaluation of personnel and even in the balanced scorecard. This is how we can ensure that good service is provided," he said. The result is a "combination of good product and process implementation, connected to job description and performance evaluation."

The 3 S's

Dizon believes in a system he calls the three S's.

1. System

With Kaseya, all the products we use are very good systems.

2. Science

These are the processes. We need discipline, best practices, and frameworks so we don't have to repeat everything.

3. Spirit

More than the system and the science is the spirit. It is the spirit that drives things to happen.

Dizon says he believes the relationship between NMI and Kaseya "is the spirit of partnership, the spirit of listening to us, the spirit of helping us. We have been a good match. It is about people. Thank you to the people of NMI and Kaseya for helping us through our great endeavor. Finally, we use the technology for something bigger than our company — it is something for our country."

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**