

Kaseya Portfolio Enhances Growth Strategies for Computex Technology Solutions

Computex Technology Solutions, a CRN Solution Provider 500 Powerhouse, Tech Elite 250, and Managed Solution Provider 500, is a pioneer in the field of Network-as-a-Service (NaaS). NaaS is an integral part of the company's cloud and managed services offerings, and Kaseya is driving much of that action. The MSP portion of its services demonstrates the influence of Kaseya solutions, namely Traverse by Kaseya and VSA by Kaseya.

"Computex has a wide breadth of IT services. On the professional services side, we do implementations of Exchange, Office 365, VMware — if it's in IT we have a practice that accomplishes it. Our second side of the house is managed services as well as cloud services," said Joel Garrison, senior systems engineer for cloud and managed services infrastructure at Computex. "And we are a hosting provider so we host Exchange, VoIP, and other IT services."

Kaseya enables much of what Computex does. "On the managed services side, we use Kaseya products to manage desktop, server, router, and switch infrastructure," Garrison said.

VSA helped Computex move deeper into services, and Traverse is now driving NaaS and other cloud offerings. Computex has been a VSA customer for 13 or 14 years. Garrison, who has been with Computex since 2010, saw the MSP's transformation.

Computex has grown both organically and through M&A. Garrison, in fact, became part of Computex by way of an acquisition. A decade ago, "Computex didn't have a strong managed service focus in the market. They were enterprise data center and professional services focused," Garrison recalled.

VSA, and now Traverse, helps fuel the drive into managed services. Computex analyzed its monthly recurring revenue (MRR) and determined where it needed it to be. "That's where business prospers. Initially, our account executives provided a customer with solutions around data center servers, storage and networking, and then would follow up a few years later to upsell or cross-sell new technology products. Today, Computex focuses on truly assessing, designing, implementing, securing, and managing technology solutions for its clients," Garrison explained. "Now, the account executives can offer to do turnkey IT management and security with VSA as it relates to their server and antivirus protection, and offer to use Traverse to monitor storage health. That takes away what I call the 'alert fatigue' of your IT engineers."

With IT provided as a service, the client's staff is relieved of long hours and needless stress. "[With Kaseya monitoring solutions], you don't need to use some weird product that alerts you at 2:30 in the morning that everything is down when it's not. Let us take those on and we'll tell the client when there is an actual emergency," Garrison said.

Making Small Work of Network Monitoring Challenges

Computex added Traverse by Kaseya in 2014 and now uses it in unison with VSA.

"The major issue we were running into was the need to be vendor-agnostic. When we started Network-as-a-Service, we were strictly 100 percent Cisco. One brand. It was Cisco or nothing," Garrison remembered. "Companies would ask us to monitor other brands, and we would have to tell them that we couldn't. So the client would say 'no problem, we'll find someone else.' We quickly realized the importance of vendor-agnostic monitoring."

Tipping the scales for Traverse was the integration with VSA by Kaseya, its backup capabilities, and the panoramic view of the network — both on-premises and in the cloud — that it offered. Ultimately, the decision came down to one simple reason: "The biggest part of it is that it really works for what we need," Garrison said.



Kaseya Customer

Computex Technology Solutions
Houston, Texas
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Challenges

- Wanted to continue to expand its service offerings and more efficiently manage its cloud and managed services.
- Needed a more systematic approach to provide managed services and hosting from a single network using common management solutions.

Solutions

- VSA by Kaseya
- Traverse by Kaseya

Benefits

- The combination of Traverse and VSA drive high-end managed systems and cloud services, and the Kaseya solutions duo identifies and remediates endpoint and network problems quickly.
- Traverse allows Computex to manage network gear from multiple vendors, as well as hybrid networks that blend on-premises and cloud via a single pane of glass.
- Computex uses its network to host, provide services, and take care of the company's own IT needs. VSA and Traverse enable the Computex network to operate smoothly and fulfill multiple needs.



Hosting and the Need for Monitoring and Management

As mentioned, Computex's network has two roles – one to support hosting and another to deliver managed services.

"Through our hosting provider side, customers connect to our network. We then, use Traverse to monitor these customers' environments within our network," Garrison detailed.

For larger customers that own their own networks, such as a major retailer, Computex and Traverse can help manage those networks as well.

"If a site goes down for whatever reason, such as router or switch, we know instantaneously that it is no longer responding to pings. A lot of times we're able to call the customer and let them know they are down before they even know it," Garrison said.

But where Traverse really shines is with hybrid networks. "Since we are a hoster, we are the customer's private cloud. Our customers have on-premises items within their office, and also items within my cloud," Garrison explained.

"What's great about Traverse is that it allows our Network-as-a-Service [functionality] to seamlessly view both sides of a hybrid network. That simultaneous visibility eases problem solving. Depending on the interface and what we are monitoring, we can see the same information in both locations. If the customer is having an issue, we can look and see on which side the problem exists, and dig in there. Or we may see a problem in both locations and identify if we're having a problem," he said.

Before Traverse, Computex used various tools to monitor and remediate systems and accessed endpoints with everything from Telnet to SSH to Web interfaces. Now all of this functionality is available in one solution – Traverse.

"We wanted a single console that accomplished all of our goals and was easy to train our engineers on," Garrison stated. "With Traverse, I don't need to have a networking specialist implement the product. My level one 'jack of all trades' can maintain it and get basic troubleshooting done. Then we can escalate more pressing issues to our networking specialists."

Traverse is also adept at spotting problems and avoiding problem alerts that do not require a response. "If everything is running slow, I can look up in a dashboard to see that a line item is red and utilization is at 98 percent. But I also see that I'm doing backups at 3 am – so I know what to do with that," Garrison explained.

VSA with a Custom Touch

VSA is not one-size fits all; it can be tailored to each customer and circumstance. "What's great is the customization. I may have one customer who says I can access his or her computer whenever I need to, and another customer who won't allow me onto their computer unless I get special permission," Garrison explained. "VSA allows me to customize based off of what customer I am working with, and how secure and how open they are."

"Since we host our customers' private cloud services – we are the customer's private cloud. When the customer has on-premises items within their office and items hosted within our private cloud, our Network-as-a-Service can see both ends. Traverse gives us the ability to look at both on-premises and hosted segments in a hybrid cloud environment,"

Joel Garrison

Senior Systems Engineer for Cloud and Managed Services Infrastructure,
Computex Technology Solutions



Filling the SMB IT Need

Computex, by focusing on mid to upper market clients, is clearly in the sweet spot of the MSP market. "An ideal customer is one that has a limited IT staff or is looking for a more efficient way to leverage IT to grow their business. With us, we do the hard work and consult with them in terms of where we think they need to be, or they tell us where they want to be so we can get them there. You can't do that if you're overrun by patching and antivirus nonsense that comes with computer management of 5,000 endpoints," Garrison said.

Once engaged with the customer, the Computex team of some 40 techs gets to work. "One of our main selling points as an MSP is that we take all of the hard stuff away from the customers – we do deployments, patch management, and antivirus and anti-malware handling so the customer won't even have to think about it," Garrison said.

The Ability to Scale

A successful and growing MSP such as Computex must be able to scale its operations to handle an influx of new customers. VSA helps that with easy onboarding and fast remediation of problems. “Once you have built the template of what you want one customer to look like, you easily replicate that to your next customer. You build out a policy in VSA of how you want it, then copy this policy as a template to Customer A. If I want to customize it — say there are a few fields that are different for Customer B — I copy Customer A's template, make a few changes, and give it to Customer B,” Garrison explained. “It's the same with Traverse. I already know what I need to get from Cisco. With Traverse, I type an IP address type in a field that says department and hit submit. I get all the data I need back so scaling is simple.”

The Role of Live Connect

A big part of MSP remediation services is VSA's Live Connect, which provides remote access and control of endpoints.

With VSA, Computex NOC engineers can quickly connect with end users, even if they do not have a VSA agent installed on their endpoint. “VSA is a lot faster than having to call my customer and tell them they need to go to this URL and type this code. Now the customer simply goes to an icon at the bottom of the page, which pulls up Live Connect in one click, and all of a sudden I have access to their desktop,” Garrison said.

When it comes to fixing endpoints, speed is of the essence. “It's quick. When you click an icon, it pulls up a window and allows me to do a lot of behind-the-scenes work without affecting the end users,” Garrison said. “With the console, I see what applications are running and can close applications I know are causing issues.”

A Bright Kaseya-Powered Future

With nearly a decade and a half of experience with Kaseya solutions, Computex is well versed in applying these solutions to core IT managed services. Now with Traverse working in tandem with VSA, Computex is well on its way to leveraging the vision of Kaseya IT Complete — a framework and set of integrated solutions for broad and deep IT and network management, and problem solving.

About Computex

Computex Technology Solutions is an industry-leading national IT solution provider focused on helping customers transform their businesses through technology. The company employs a talented and diverse team of trained and specialized solution architects to create high-performance IT infrastructure solutions from assessment, design, implementation, security, and management.

The managed services portion of their business has grown partly through acquisition, such as the purchase of Houston-based ENET solutions in 2014, a 20-year-old cloud and managed services provider. With this acquisition, Computex expanded its services portfolio and gained an additional 24x7 private data center and network operations center.

Computex, poised for continued growth, is one of the top 150 service providers in the United States. Its strong technical talent and infrastructure includes more than 50 solution architects, three integration facilities, two advanced network operations centers, and a private data center.

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

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