P2 Technologies' Bold RMM Investment in Kaseya Pays Off

MSP continues its 'journey' with Kaseya VSA; benefits, including increased efficiency, continue to grow

Remote monitoring and management (RMM) is what makes today's managed services businesses viable and effective. Consequently, choosing the right solution is pivotal to a managed service provider's (MSP's) success.

This is especially the case when the company in question is, like P2 Technologies, renowned for its customer service and its honest, impartial advice. To instill confidence in it customers, it must be sure of its own decisions and software choices before counselling others.

The Challenge – Investing for Growth

UK-based P2 Technologies provides complete managed IT support to around 40 professional businesses across the country, acting as an entire IT department or complementing a customer's in-house IT team. Around four years ago, the business was expanding, but its legacy RMM software wasn't capable of growing with it.

Says Martin Page, P2 director: "It wasn't scaling and we couldn't really do all the advanced things with it that we needed, such as patching. Also, the support from the vendor was poor." He recognised that having a "single pane of glass" – or a management display that integrated all parts of a client's IT infrastructure with help desk and RMM all in one place – would help the team provide a faster and more accurate response to customers.

Although business was growing, the company at that time was still small with only five staff. So P2 faced a difficult decision. Should they be bold, take a risk and make a large investment in their RMM solution, even though they couldn't be certain their expansion would continue? Or play it safe financially, but end up with a solution that might only be fit for purpose for a short time?

The Solution – Going for the best

"What we liked about Kaseya VSA was that it was being used by much larger MSPs than us, so we could be assured it would scale up successfully as required," says Page. Kaseya VSA is a fully-integrated IT management platform, which automates all IT from a single dashboard – the 'single pane of glass' high on P2's wish-list.

Included in the solution is a service desk management application providing a flexible, workflow-driven approach to service management, including incident remediation and escalation policies. System monitoring provides instant notification of problems or changes such as low disk space, processor spikes and memory issues.

"It was around three times the cost of our old system, but we believed we could get five times the value from it. We could also see that it was a huge solution and we knew we would build up our use of it stage by stage," Page explains.

"Obviously investing in the Kaseya solution was a giant leap for us, but we knew it would give us far more capability and as a result more to offer our clients as we grew – it was a clear choice to select VSA."

The Benefits – A faster service and improved customer experience

That was four years ago – and P2's entrepreneurial spirit has obviously paid off. Its service team can now view and assess the state of each client's infrastructure in "one real quick way," according to Page. "We can remote control it, patch it, apply procedures to it very easily from here, without having to interrupt the customer.

Kaseya customer
P2 Technologies
Managed Service Provider
www.p2tech.co.uk

Business challenge
- Need for a scalable RMM to support business growth
- Wanted a single pane of glass view for speed and efficiency

Solution
- Kaseya VSA

Benefits
- Scalable solution, future-proofing the investment
- One single view of customers' infrastructure
- Opportunities for more proactive customer service
- Fast access to data for improved reporting

"It provides many productivity benefits for ourselves and our customers too. Four years ago, we were processing around 800 service desk tickets per month. Now, the customer base and service staff have doubled, and we are still processing the same amount of tickets. We have spent a lot of time automating procedures for common tasks and using service desk data to find repeat issues and eradicate them to improve efficiency and customer service simultaneously," says Page.

Additional benefits include P2's ability to deliver more proactive service; for example, the system will monitor if a power supply is going down on a server and almost instantly the service team can begin to remedy the situation. "Nothing gets missed these days," says Page. "This makes it so much easier to achieve and maintain our service level agreements (SLAs)."

Although P2 isn't a 24/7 business it can now act as though it is with the help of VSA to monitor customer infrastructures around the clock. Also its service team can schedule routine maintenance, such as a reboot out of hours to minimise disruption to a customer's business.

Customers also rely on P2's advanced reporting. "If we are in a service review with a customer and we want 30-day's worth of data, instead of examining a hard disk on a server, we can quickly pull that information out of the Kaseya system to give the customer an overview. Previously this would have taken so much effort; now it's instant and easy."

Just as P2's use of Kaseya VSA is growing, so is the software itself. "We started on version 6.3 and we're now on 9.3. We've gone through every upgrade without a single problem. And the good thing is that the product evolves with every iteration and we gain extra benefits. For example, version 9.0 gave us the world's fastest remote control. This speed is a real advantage that allows us to effectively and efficiently service our customers," says Page.

The Future – Positioned to accelerate growth

P2 has always seen its relationship with Kaseya as long-term – and is increasingly engaging with other in the Kaseya community to "understand their challenges and where the software could take us."

Page explains that for P2 the Kaseya software is complementary to their service. "We don't use it as a sales tool. But increasingly there are saleable components included - and as Kaseya continues to go down this route this could be very advantageous to us and something we may well explore more fully in the future."

It's clear that Page believes the software has enormous further potential for P2.

> **"** Obviously investing in the Kaseya solution was a giant leap for us, but we knew it would give us far more capability and as a result more to offer our clients as we grew – it was a clear choice to select Kaseya VSA. **"**

Martin Page
Director, P2 Technologies

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 ofindustries, 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 030617

Kaseya