One-Man MSP
Separates from the Pack
with IT Complete Platform

Moving from SolarWinds and ConnectWise to Kaseya empowers
Polarverse IT Services to save time and budget, and easily scale
business to take on more clients

POLARVERSE
IT SERVICES

Those who work within the IT administrator field know it isn't the easiest or most conven-
ient job in the world. Long, unexpected hours and constant "firefighting" of IT issues,
coupled with day-to-day business responsibilities, can make the balance between work
life and personal life quite taxing.

This fact rings especially true for those running a one-man shop, like Polarverse IT
Services. While the company started as a break/fix IT service shop, founder and CEO
Chris Davis recognized where the IT industry was headed and decided to pivot his
business model to become an IT service provider for local businesses in his area.

While his move to the MSP space helped Davis become a trusted advisor for his clients,
the RMM/PSA solution set behind his business at the time did not instill the confidence
he needed to deliver on his services. Davis' instance of SolarWinds N-able constantly let
him down, as agents would mysteriously stop working, leaving him little help from support
and no explanation for his clients. "While N-able seemed like a good product at first, I
quickly encountered issues right at the beginning as the agents just stopped working
for no reason whatsoever. When I reached out to the support staff they responded to
me like I didn't know what I was talking about, saying 'That's not possible' or 'that can't
happen,' which was ridiculous," remarked Davis.

On top of this, while Davis was content with the functionality of ConnectWise Manage, the
PSA tool simply was too much of a cost burden, which constrained his company's budget.
"Due to a multitude of factors, the cost of ConnectWise Manage started to affect my
business. I couldn't allow this to also affect the performance of my clients so I knew it
was time for a switch in my PSA tools," said Davis.

This combination of an unreliable RMM paired with a costly PSA tool was a major issue
for Davis, as placing complete trust in his products and fair service pricing meant every-
thing to him, his clients' IT environments, and his ability to successfully manage a one-man
shop. "Any sort of downtime for clients, or constraint in budget, makes it difficult for me
to schedule things that allow me to balance time and finances between my work and
personal life. I'm a one-man shop so I have to be sure I have faith in the products I'm
paying for. When that didn't happen I knew it was time for a change," stated Davis.

Based on the recommendation of a close friend, Davis decided to evaluate Kaseya.
After a demonstration and trial period, he quickly decided to adopt both VSA and BMS
for his business, and he has never looked back. "I went for the package deal with BMS
and VSA, and could not be happier. This change has been a huge driver to my business
because Kaseya offers everything in one package, for one price. On top of that the
Kaseya support staff has been excellent any time I have needed help," said Davis.

Additionally, the Kaseya IT Complete platform has allowed Polarverse to transform its
business now that downtime disruption is no longer an issue. "With Kaseya, I am an invisi-
ble layer to my clients. They barely even know I'm there when working on their systems.

Kaseya Customer

Polarverse IT Services
Waterloo, Ontario, Canada
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Problems

- SolarWinds N-able agents mysteriously
  stopped working, causing disruptions in
  clients' IT environments
- Previous RMM tools disrupted end
  customers whenever Polarverse would
  remote in to troubleshoot issues,
  preventing clients from their daily work
- Cost of tools prevented the business
  from being able to expand its services
  to take on new clients and scale to
  meet their needs

Solutions

- VSA by Kaseya
- BMS by Kaseya

Key Benefits

- Live Connect allows company to
  immediately connect and resolve
  customer IT issues
- Superior reporting in VSA gives
  Polarverse's clients complete transparency
  into the health of their IT systems
- Automated ticketing within BMS
  proactively alerts the MSP to client issues,
  allowing for faster reaction time and
  prompt remediation of issues

Kaseya®

The products that you pay for shouldn't interrupt your customer's daily work or affect your own performance. I've been extremely content with what the Kaseya IT Complete platform has allowed me to do since making the switch," stated Davis.

Empowered with Live Connect

One of the greatest assets that VSA brings to Polarverse's line of services is the advanced capabilities of Live Connect. With the ability to work within any of his clients' machines without so much as making a peep, Davis easily fixes any IT problem without disturbing the work of his customers, something that was not possible prior to his adoption of Kaseya. "Live Connect gives me the ability to connect to my clients' machines and do all kinds of things without having to do a remote session. I can even see if the client is working on the machine before I connect to make sure I'm not getting in the way of their work. All of the previous RMM tools I've used didn't give me this type of access, so VSA has been a huge asset to my business," said Davis.

The real-time, lightning-fast speed of Live Connect helps Davis assist customers at a moment's notice, sometimes before the customer even realizes that an issue has occurred. "There's an app that my biggest client, a hearing center, uses that for some reason will occasionally stop working, blocking off access to their patient database. And of course, this always tends to happen when a patient is sitting at the client's location. With Live Connect, I proactively receive alerts about the database outage and can immediately restart the system and fix the issue. Usually they don't even know there was a problem in the first place," detailed Davis.

"From a client's perspective, it's impressive that while I'm talking to them I can pull up VSA and say 'I can see that there's a lot of activity on your machine right now', and I can see what they have running in real time, and from that they've been awestruck from the speed of what I can do. One client even said to me 'Well I guess you haven't been giving me the runaround the whole time.' Out of all the products I've used, Live Connect is by far the fastest when it comes to getting this kind of information," explained Davis.

Differentiating the Business with Superior Reporting

Aside from Live Connect, Davis utilizes the strength of reporting within VSA to differentiate his business from other MSPs in the area. As a one-man shop, it is paramount to show the customer the value of the services they purchased, and that is exactly what VSA helps Polarverse do. "Reporting is a huge factor for me in terms of differentiating myself from the competition in my area. It lets my clients know that I'm not trying to take advantage of them; they have full transparency into the ways their systems are being run. I always offer my clients the chance to access their systems, but no one ever takes me up on it because they trust me, and I believe that is a direct result of the reporting in VSA."

According to Davis, this comes from VSA's network monitoring abilities, giving him a full view of his clients' infrastructure on work stations rather than just a server. "The one thing that Kaseya gives me that the other guys in my area don't have is superior network scanning/monitoring. It's certainly a big help because it actually works. It's nice to be able to put a scan agent on a work station and not just a server, like other tools," said Davis.

Scaling the Business Made Possible by Kaseya

As any MSP organization would say, scalability is critical to expanding their business to take in more revenue. This is no different for Davis and Polarverse. As Davis continues to take on more customers, he knows he'll need to rely on his technology to take him there, and he has no doubt the Kaseya IT Complete platform will back him up. "I offer my clients two levels of services – a lower plan for customers that only need a certain amount of work, and an all-inclusive plan. With Kaseya, I can take on lower-level clients without risk of not making a profit because I can automate most of the work, allowing me to focus on other

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Chris Davis
Founder & CEO, Polarverse

clients that will require a higher level of service. These different levels of services have already shown to be quite successful as it's helped me get in the door with a few new clients," said Davis.

On top of that, Davis is fully confident that Kaseya support will keep his systems up and running. "With Kaseya support I've had times when I put in a ticket and they've said it should be fixed within a few days. Within hours the support team is already actively working on a solution. It's downright impressive," stated Davis.

Additionally, the reliability Davis has with VSA and BMS instills confidence that moving forward he can easily take on new accounts. "With Kaseya, it's more of a true partnership than the company just being a vendor that's selling me my tools. I have faith the company will help me respond to problems I may have, and that really gives me peace of mind moving forward as I grow," stated Davis.

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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**