

Kaseya Allows Green Duck to Streamline and Maximise Resources

Business Challenge

Green Duck provides a range of IT Services and IT Support to businesses in East Anglia and the wider United Kingdom. Founded in 2002, the company has seen steady growth and now supports more than 760 endpoints, across 35 customer sites.

As Green Duck experienced continued growth, the company realised that it would require a more centralised solution for managing its customers' IT estates. Its current model of using a variety of disparate tools and systems from a number of different vendors was not sustainable and would not support the company's growth projections.

As a result, the company embarked on an assessment of its processes and a comprehensive review of IT solutions and services which could help them to achieve business aims. The result was the deployment of Kaseya IT Systems Management Solution.

Solution

From the onset, Green Duck was impressed by Kaseya's deep commitment to its customers, its vision for its products and its commitment to managed services customers.

Upon further evaluation, Green Duck determined that Kaseya's scalability, performance, remote access and automated functionality could give the company a reliable and robust IT management platform in which to efficiently monitor and maintain its customers' systems, effectively and through a single interface further enabling the company's Managed Services business model.

"Kaseya has allowed us to be more proactive than ever before. We can now contact a client and tell them that we've identified a problem, and that we're looking into it," explains Mathew Green, managing director of Green Duck. "It has enabled us to pre-empt a client's call, and that's not only good for us, but it also gives the customer peace of mind."

As part of its services, Green Duck offers an IT Service desk, which provides remote IT Support and troubleshooting for its customers. The team therefore uses the Kaseya Remote Control to allow it to remotely access clients' desktops or servers, with minimal disruption, allowing technicians to quickly and efficiently resolve problems.

"Kaseya's Remote Control is extremely good and very fast," said Mr Green. "It's allowed our team to have a single place to go to provide nearly all the support a customer needs. This means, technicians don't have to log in to 10 different portals, and that really helps them do their jobs more effectively."

Green Duck also uses the Kaseya platform to automatically ensure the security of its customers IT estates by, for example, running simulated viruses to check anti-virus solutions are working and to identify what software updates are required and to push them out as needed.

"Security is clearly a very important part of managing the IT of any organisation, and Kaseya gives us the ability to automatically make sure security software is up-to-date and working as it should be," continued Mr Green. "We run proactive scans, automatically push-out updates for everything from software to operating systems, and the customer knows we do this, so cyber risks are one less thing for them to worry about."

Business and IT Benefits

As well as increasing Green Duck's ability to be proactive, Kaseya has also enabled the team to build relationships with clients in a new way. Previously, engineers were sent out to visit customers



Company Profile:

Green Duck provides a range of IT Services and IT Support, application development, website design, and training services to businesses in the East Anglia region of the United Kingdom. Green Duck provides a range of IT Services and IT Support, Web Design and Development, Digital Marketing, and Training services to businesses in East Anglia and the wider United Kingdom.

www.greenduck.co.uk

Business Challenge:

As Green Duck's growth steadily increased and the services it offered expanded, the company wanted to be able to monitor its clients' IT estates from a single platform. Prior to Kaseya, Green Duck was using a variety of tools and realised that, in order to provide the next-level of service, it would require a more centralised solution.

Solution:

Green Duck implemented Kaseya's on-premise IT Systems Management (ITSM) platform to allow it to remotely monitor and manage its customers IT estates. The Managed Service Provider (MSP) is now using Kaseya to automate recurring tasks and fix any problems proactively.

when there were problems to fix, now the team is able to go to customer sites for a more personal visit and to ensure they are happy.

"Since deploying Kaseya, we don't need to be on customer sites as often. Visits are now about client support rather than fixing issues." explains Mr Green. "One of our core values is based on the relationships we have with our customers and the personal service we offer them. Kaseya has helped us to manage these relationships and continue to offer our clients a first rate service."

Green Duck believes that Kaseya has given the company a more competitive advantage thanks to the benefits it has delivered. As the team no longer needs to be poised to react to problems and rush off to a customer site at a moment's notice, Kaseya has enabled Green Duck to streamline and maximise the resources that it has, rather than investing in more.

Green Duck is also impressed with Kaseya's commitment to its customers and believes this is a huge benefit as it gives Kaseya users the opportunity to shape the platform.

"Kaseya really listens to what its clients are saying and will take action," Finished Mr Green. "The regular cadence of developments that we've seen in the product to-date truly demonstrates that Kaseya is paying close attention to its clients and to the markets that those clients serve in order to provide a consistently improved product which meets present-day needs. This is rare and one of the reasons why Green Duck will continue to do business with Kaseya."

Key Benefits:

- The Kaseya solution provides IT systems management from a single, centralised platform
- Green Duck has been able to build on its existing client relationships thanks to Kaseya's proactive approach
- Green Duck has been able to streamline and maximise its resources due to Kaseya's single pane-of-glass solution

About Kaseya

Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage 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 MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit www.kaseya.com

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