

Kaseya Helps Helix Systems Evolve as a Managed Service Provider

Remote and automatic IT systems management strategy creates operational efficiencies and enables the MSP to meet any customer challenge

As managed service provider (MSP), Helix Systems supports its clients with a seamless and secure network infrastructure by proactively monitoring and maintaining all aspects of its clients' critical business applications.

Users need the ability to access tools and information with no downtime interruptions and can't afford interruptions by either a technician knocking them off their machines or applications constantly pinging them for an update.

As a result, all IT systems management—from monitoring and software updates to anti-virus and backups—need to be done proactively. However, regular maintenance and continuous monitoring saps IT resources and puts strain on the help desk. Administrators are forced to run around between client sites, updating systems and putting out fires. While systems are in better health, users continued to be disrupted, resulting in lost productivity.

Inefficiencies Stagnate Growth

Daniel Kalai, CTO and Principal of Helix Systems, scheduled monthly visits where a technician would review a standard checklist of regular maintenance items. Customers would know when a technician would show up and in addition to regular maintenance have a list of tasks that needed to be checked and completed.

However, Kalai and his team quickly learned that regular visits were not an efficient way of delivering managed services to monitor their clients' environments. They found that more time was being spent on unnecessary tasks that could be handled remotely.

"Instead of being on top of issues we found that they would just pile up," Kalai said.

Consolidating IT Systems Management on a Single Dashboard

In an effort to become more efficient and provide better service to its customers, Helix Systems deployed a remote and automatic managed services solution from Kaseya. Now deployed on 2,000 systems across 80 customer environments, Kaseya consolidates all aspects of IT systems management—from monitoring and system updates to backup and endpoint security—on a central Web-based management console. In one fell stroke, Kalai enabled his staff with the tools and management information they needed to deliver quality managed services to customers efficiently—no matter the task, location or situation.

According to Kalai, Kaseya enables a proactive managed services delivery method in which administrators have a holistic view of customers' IT environments and the ability to drill down to make changes on any machine—regardless of platform, OS, location or whether it's connected to the corporate network. Automation inherent in the Kaseya framework eliminates repetitive, tedious administration and streamlines management. Projects that used to take weeks or months are now completed automatically or in a matter of hours. In addition, tasks—such as a daily virus scan—can be scheduled to run automatically during off hours without disruption to users, enabling Helix to keep up with regular maintenance and maintain healthy systems.

"Previously we were updating 2,000 machines one at a time, and now we're able to push out a script through Kaseya and make changes to all our customers' machines at once," Kalai said. "This eliminates the mundane tasks associated with regular maintenance and help desk. Five minutes here, five minutes there. It all adds up at the end of the day."

Kaseya allows Helix Systems to take a policy-based approach to IT systems management. An administrator can set availability, capacity or performance thresholds for a machine or groups of machines, and if a system falls under the threshold, Kaseya agent procedures created by Helix Systems automatically kick in and get the system back into compliance or elevate the issue to a technician. Administrators can then make tweaks to the policies and apply the changes across the board holistically and consistently. As a result, one



Kaseya Customer

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Industry

Managed Service Provider

Business Challenge

- Provide quality IT services and support to a growing client base
- Stay on top of proactive IT systems management without disrupting users
- Maintain distributed IT systems in an efficient, timely manner
- Continue to expand the business as customers' operations grow more global

Solution

- Kaseya Managed Service Automation Solution

Service Category

- Monitoring Services
- Service Delivery and Support Services

Core Benefit(s) Delivered

- Higher revenue for the firm
- Higher profit for the firm
- Higher quality of IT service for users
- Lower cost of managed IT



administrator can make a fix on thousands of machines at once and systems are updated without inundating the help desk personnel who are then able to focus on critical issues that need their attention.

For example, Helix Systems recently undertook a major Windows 7 migration for one of its clients. Before the MSP used Kaseya, the project would have taken weeks as technicians would have been sent to distributed customer sites to get systems ready for migration and to complete the updates. After deploying Kaseya, Helix Systems engineers wrote agent procedures that checked the systems, made any required upgrades, backed up the systems and then completed, tested and validated the migration. A project that used to take several weeks took just a few days.

"Kaseya allows us to continue to do regular maintenance and security scans in our customer environments, but now we're able to do it in an efficient, non-disruptive way," Kalai said.

Building an Efficient, Profitable Business

The changes to Helix Systems' managed service delivery model have allowed the MSP to see itself as a customer service company rather than a technology vendor. In fact, Kalai has seen a marked difference in the way he interacts with customers, allowing them to become business partners with a stake in each other's success.

Kaseya also enables growth. Because of the operational efficiencies and time saved through Kaseya, Helix Systems is able to bid for projects at 20 to 30 percent less than competitors, allowing the company to expand—even in a rough economic market. In addition, Helix Systems doesn't force customers into long-term contracts, allowing them to opt out after 60 days if projects aren't progressing.

According to Kalai, however, no one has taken them up on the offer.

"In order to set up that kind of guarantee we need to have confidence in our team, our processes and our technology," Kalai said.

The time saved also allows administrators to focus on more revenue-generating projects and deliver value-added services to customers. Employees are not simply maintaining systems. Rather they are working on projects that improve the business and help it grow, building additional revenue streams and improving margins. It's also helped improve relationships with the company's internal IT organizations. Kalai and his team can share their experiences with Kaseya to show their clients how to improve their own IT management processes. The reporting capabilities help clients communicate with their management team and show them the great work they are doing. Ultimately, Helix Systems is able to make their customers' lives easier through Kaseya.

"It would be impossible to provide the level of service we provide today without Kaseya," Kalai said. "It takes the grunt work out of our business and takes the grunt work out of our customers' businesses."

Meeting the Needs of Customers

The result of these efficiencies is that customers have a safe and productive computing environment for their users, and Helix Systems is able to meet the needs of a growing customer base—whatever those needs may be. Since deploying Kaseya, Helix has expanded rapidly beyond its New York roots, often getting asked to expand their role with customers on a global scale.

"We're often asked by our customers' New York based corporate headquarters to start managing other offices around the world, which we can easily do now using Kaseya," says Kalai.

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

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"The bottom line is that customers wouldn't be asking us to take a larger role in their businesses if they didn't trust we could scale our services with them. Kaseya gives us that confidence."

Daniel Kalai

CTO and Principal, Helix Systems

Summary Benefits

- Regular maintenance—such as patch management or software deployment—that used to take weeks or months now takes hours or days
- Administrators able to work on strategic projects that drive revenue, improving the quality of service for customers and profit margins for the business
- Able to bid for projects at 20 to 30 percent less than competitors, leading to growth
- Able to meet the needs of a growing and global customer base while enhancing customer relationships



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