

# IT Management Made Simple with VSA by Kaseya

How VSA by Kaseya streamlines processes for leading outsourced IT supplier, Pisys.net

Pisys.net was established in May 2003 by company directors, Steve Bain and John Merrick, with the vision of providing affordable IT support and services to small and mid-size enterprises (SMEs) in South Wales from the organisation's head office in Swansea.

That vision has led to Pisys.net establishing itself as a leading outsourced IT supplier, with the capability to offer comprehensive IT support throughout the UK, spanning public, private and third sectors, and working with a variety of businesses from start-ups to multi-site operations. Driven by its ongoing success, Pisys.net decided to establish a franchise model and now has five locations set up across the UK.

As Pisys.net has grown over the past decade and a half, it's become increasingly important that it have the right IT management and monitoring solutions in place to support its day-to-day work of business IT support. In the years since launch, Pisys.net had made extensive use of a wide range of such systems but it had never been entirely happy with any of them. This prompted the company's decision to evaluate and ultimately purchase Kaseya's VSA endpoint monitoring and management solution.

According to Ben Burns, head of systems engineering & advanced support engineer: "Once we had a proper demo of VSA, we could see it was going to be so much more beneficial to our operations. It was a bit of a no-brainer to change, really. The other systems we used were either overly complicated, far too time consuming to use, and required an awful lot of training; or alternatively, they were relatively simple and did not do everything we wanted. VSA by Kaseya really hits the sweet spot."

Steve Bain endorses this view: "VSA has been the first product that I can actually say is really making a difference. It's the first product that my technical team has told me works consistently well and always performs at a high standard."

## Putting the Solution in Place

With the decision to implement VSA now taken, Pisys.net set about the implementation process. It carried out everything over a one-month period, including one week spent on user training. During that period, the Pisys.net team also created a new infrastructure, incorporating clients and machines, backdated all the installation executables, and worked together with Kaseya to script the uninstallation of the previous system. A total of 2,750 endpoints are now delivered through the VSA system.

Pisys.net was clear also in what it wanted to achieve from using VSA. From the technical perspective, the ability to patch automatically without having to worry unduly about the process was a major benefit. The IT service provider's team also looked forward to making use of machine policies, agent procedures and automatic scripting.

At a higher business level, though, the objective was more around finding a way to manage networks as simply and as seamlessly as possible. "You want to set it and forget it, really," says Bain, "and with VSA, we successfully managed to do that."

Today, Pisys.net provides a wide range of managed services through VSA focused around IT support, where patching is the main task carried out. With VSA, Pisys.net is able to adopt what is primarily a hands-off approach, leaving the application to run continuously. If a problem is identified on a particular machine and the patch is not updating, VSA enables scripts that are themselves capable of fixing the patching process. As a result of this self-healing process, the Pisys.net support team no longer has to spend significant amounts of time on each individual machine, fixing patches when they fail.



## Kaseya Customer

Pisys.net  
Swansea, Wales, United Kingdom  
[www.pisys.net](http://www.pisys.net)

## Company Profile

Pisys.net was established in May 2003, with the vision of providing affordable IT support and services to SMEs in South Wales from the organisation's head office in Swansea. That vision has, over the past decade and a half, led to Pisys.net becoming one of the leading outsourced IT suppliers in the country, spanning public, private and third sectors and working with a variety of businesses from start-ups to multi-site operations.

## Challenges

- Previously tried a wide range of IT management and monitoring solutions, all of which failed to perform consistently to a high standard
- Slow remote control that hampered IT support
- Need for reliable, effective patching for thousands of endpoints

## Solution

- VSA by Kaseya

## Key Benefits

- VSA solution helps relieve pressure on in-house engineers, which helps make support more responsive and reduces support times
- Enables Pisys.net to quietly push out fixes to hundreds and thousands of machines, with minimum disruption to users' daily work
- Enables Pisys.net to manage networks as simply and as seamlessly as possible – effectively "a set it and forget it" approach



The company also makes extensive use of the agent procedure capability within VSA. “This function has been hugely beneficial to us,” says Burns. “With one client, I recall a problem where every machine affected was taking several hours to screen for updates – and the process would typically fail when individual users shut their machines down before the end of the day.

“Moreover, while the scans were running, they were using up loads of resources, slowing the machines down and negatively impacting user productivity. With VSA’s help, we were able to write an agent procedure that would manually install the requisite updates without the user being interrupted – and, as soon as the machine rebooted after that, the problem went away. That enabled us to fix 1,200 to 1,300 machines without the users being aware of what was going on. Without having access to the agent procedure capability, we would not have been able to do that, and that would have meant a vast amount of work on thousands of separate machines.”

Another major benefit of VSA, as implemented by Pisis.net, is the alerting feature which sends alerts directly into the help desk.

## Reaping the Rewards

For Pisis.net, one of the greatest benefits of the VSA implementation is that it relieves the pressure on the engineering and support team. According to Bain: “It takes some of the workload off our engineers which makes our support more responsive. As we get support times down, we end up with happier customers whose issues are resolved more quickly and efficiently.”

Using VSA also enables Pisis.net to deliver greater peace of mind to its client base. The policies and agent procedures embedded within VSA further help to drive the agility of the support function. “Being able to quietly push out fixes to hundreds and thousands of machines, with nobody noticing at the time and only becoming aware later on when the service performance improves is very satisfying,” says Burns. “Remote support provided through the help desk is lightning fast, too. You simply click on a machine and you are on it immediately, and over the course of a single day alone that makes a huge difference to overall efficiency and agility levels.”

Burns also highlights that: “In addition, we make use of the reporting functionality within the solution to provide clients with monthly network reports, which give them greater insight into overall performance levels. That in turn gives them enhanced peace of mind both in the performance of their own network and in the service we are providing them.”

“Other systems we have tried seem to do some of what VSA by Kaseya can provide,” adds Bain. “But no other system we have tested brings together everything needed for efficient and effective IT management and monitoring, all within the same solution. That for us is what makes VSA stand out from the pack – and why we are happy with what it has already brought to our business and confident of what it will bring in the future.”

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## ABOUT KASEYA

Kaseya® is the leading provider of complete IT management solutions for Managed Service Providers and small to mid-sized 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](http://www.kaseya.com)

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### Ben Burns

Head of Systems Engineering  
& Advanced Support Engineer,  
Pisis.net

