

Knowledge I.T

Knowledge I.T is a provider of ICT, cloud computing, data centre and virtualisation solutions to customers in North-East England and North Yorkshire

Business challenge

For over 30 years, Knowledge I.T has provided IT hardware and software solutions and support to its North-East England and North Yorkshire customer base. Historically, the organisation offered reactive hardware and software maintenance to its customers – simply despatching engineers in response to customer issues. However, the company felt that being able to prevent the problem in the first instance, rather than reacting to it, would provide a more valuable service to its customers.

To tackle this, Knowledge I.T began offering customers monthly on-site equipment health-checks in order to identify and resolve any problems. However, it became apparent that a more constant approach was required. As Mike Hoy, service director at Knowledge I.T, states, "It was all well and good having a body on site one day a month, but the other 29 days he wasn't there; we didn't have visibility into what was happening on the network."

As such, the service provider required a solution that would allow it to proactively monitor occurrences on customer networks 24/7, so any issues could be identified and resolved before any service disruption occurred. Knowledge I.T therefore began to develop and procure a range of tools that would give its engineers on-going visibility into its managed service customers' networks. However, the lack of integration between these tools meant that each separate system required extensive configuration – such as deploying management packs, setting up alerts and creating exceptions to fit each customer's individual requirements – and Knowledge I.T required two full time staff to maintain the tools.

As a result, Knowledge I.T began to look for a more consistent and coherent solution that would allow its staff to monitor its customers' networks, without requiring highly complex and inefficient configuration. It sought a centralised platform, which could automate many recurring tasks and known error resolutions and keep all involved parties up-to-date on activity.

Solution

The Kaseya Automation Platform now underpins Knowledge I.T's flagship OneTouch service to monitor and manage the networks of its 70 plus managed service customers. The Kaseya system has allowed Knowledge I.T to transform its service from reactive, to truly proactive network monitoring – enabling the MSP to identify and rectify incidents before any service disruption occurs. With little or no user interaction required, the Kaseya single-pane-of-glass remote management platform has allowed the service provider to dramatically reduce the time it takes to resolve customer issues. Kaseya now automatically identifies events, raises alarms and, where possible, corrects any incidents across disparate servers, sites and in some cases, customers. Furthermore, the solution enables Knowledge I.T to conduct proactive maintenance of its customers' IT infrastructures remotely and in the background, without any need for downtime. This non-disruptive solution allows the MSP to provide a superior level of policy based, proactive maintenance and support to its customers who require constant access to business critical information.

In addition to the main Kaseya Automation Platform, Knowledge I.T has implemented a number of Kaseya modules to enhance its service. These modules include:

- Agent procedures – allows tasks to be scheduled and executed on every system on the network, regardless of their location, without any end-user intervention
- Directory services - automatically synchronises the Microsoft Active Directory with the Kaseya IT Automation Framework so each system and the corresponding user contact information is accounted for
- Patch management – ensures servers, workstations and remote computers are kept up-to-date with the latest security patches and updates



KNOWLEDGE I.T

Kaseya Customer

Knowledge I.T
www.knowledgeit.co.uk

Business Challenge

Managed Service Provider Knowledge I.T wanted to provide its customers with a truly proactive IT monitoring and management service. Knowledge I.T saw that preventing IT problems before they occurred would provide a greater level of service than the break/fix solution they were previously offering.

With a number of disparate solutions previously in place, Knowledge I.T found it was losing time spent configuring each tool, rather than proactively addressing its customers' needs. It required a cost-effective solution that would allow it to consistently and coherently manage each customer environment from a single, easy to manage, integrated platform.

Solution

Knowledge I.T deployed the Kaseya Automation Platform, which now underpins the managed service provider's (MSP) flagship OneTouch service. The platform allows Knowledge I.T to centrally monitor and manage the networks of its 70 plus managed service customers 24/7, without the need for frequent re-configuration. Knowledge I.T is now able to proactively maintain its customers' IT environments, automating routine tasks and remediation of common issues.


Kaseya

www.kaseya.co.uk

- Service desk – a comprehensive and flexible web-based process workflow engine used to automate, track and manage incidents and services

Knowledge I.T has been able to work with Kaseya to develop the platform and create a service that is tailored precisely to its requirements. As Hoy explains, “The best way to describe Kaseya is it’s a powerful engine. Out-of-the-box, Kaseya offers some great best practice solutions that helped us get started quickly and address our customers’ biggest IT needs. However, Kaseya also allows you to do far more, and we were able to tailor the solution to suit our specific needs. When you understand what you can actually do with some of the procedures and scripts, the solution allows you to create, then the only limitations are the confines of your imagination.”

Business and IT benefits

Customers at the heart of the business

Knowledge I.T’s top concern is customer satisfaction and it aims to add value by either improving performance or removing a customer’s IT constraint. Kaseya now allows the service provider to monitor servers and networks 24/7 – automatically raising tickets and alerting technicians to anything that causes concern. The MSP is therefore able to rectify issues before any disruption occurs, meaning customers are often unaware that any maintenance has taken place, until they are informed:

“The first time the customer is aware of a problem in many cases is when we send them a report once a month, or when we see them for a quarterly review. We will tell them that we spotted an issue with, for example, some corruption on their exchange server, so we planned the maintenance out of hours and resolved the problem,” explains Hoy. “The result was zero unplanned downtime and the customer is happy. We’ve avoided a potential unexpected incident where the exchange server may have crashed in the middle of a Monday morning – a peak period in a business.”

The Kaseya Service Desk module, allows Knowledge I.T to ensure that all operations staff and customers are kept up-to-date with activity taking place on customer networks through the OneTouch portal. The module also gives Knowledge I.T a reference point when reporting to customers as all activity is logged in one place.

Hoy says, “We needed to have in place a robust mechanism for reporting back to the customer. With the Kaseya Service Desk module, we can pull information from all of a customer’s agents – from the service desk tickets that have been logged to any patch management that is happening – and consolidate all that information in a single report. For us, it helps drive home why we’re there and the value of our services.”

The bottom line

Before implementing Kaseya, Knowledge I.T had in place a number of tools, all acquired at different times and requiring payment at different intervals. This meant that while the organisation knew its staffing costs, it was unable to precisely determine the true cost of delivering a managed service.

With Kaseya, Knowledge I.T is able to calculate a single, per agent cost – not only ensuring the organisation is profitable, but also that it can deliver the best possible price and service to its customers. Furthermore, automating many of its services has allowed Knowledge I.T to double its workload while keeping staff levels the same. The break / fix cycle that previously defined much of Knowledge I.T’s business has now been eliminated and systems engineers can programme Kaseya to respond to situations as they themselves would, leaving them to focus on other tasks.

Hoy continues, “With Kaseya, we no longer need to adopt a fire fighting mentality when seeking to fix problems. Instead, we can proactively respond to any issues that arise, or may arise – effectively we’ve doubled productivity with the same number of staff.”

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.

For a free trial visit www.kaseya.co.uk/forms/free-trial.aspx

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Mike Hoy
Service Director, Knowledge I.T

Key Benefits

- Knowledge I.T transformed its service from reactive to truly proactive
- Knowledge I.T doubled its productivity without increasing staff levels
- Kaseya Automation Platform provided Knowledge I.T with streamlined and robust reporting mechanism
- The Kaseya solution is customised for Knowledge I.T’s specific customer requirements

