

## Kaseya Helps Transform Tabush Into a True Managed Services Provider

Operational efficiencies created by Kaseya standardize service development and delivery while setting fixed costs and staffing requirements

Something was wrong. Tabush, an IT service provider in New York, was having a tough time scaling its business and accurately estimating the time and cost of its services. Its administrators were running around, putting out fires rather than proactively managing customers' IT environments. Cost overruns were common, and staffing was inconsistent.

"It just wasn't the most efficient way to run a business and grow," said Darragh Fitzpatrick, Executive Vice President and a partner at Tabush. "We needed to change how we viewed our business and how we delivered services to our customers."

The main problem, according to Fitzpatrick, was a lack of technology. Tabush relied on an array of disparate management tools that worked well but individually. Management data—such as inventory information, monitoring data and patch status—was decentralized, spread amongst the various tools and inaccessible across platforms. The result was a break-fix business model where users experienced performance or availability issues and gave their Tabush representative a call who would then manually fix the problem.

The Tabush technicians were good, often troubleshooting the issue as quickly as they could, but there was still a lag from when the issue was first reported. Fitzpatrick and the company's founder Morris Tabush knew they could and needed to do better. In addition, the business partners couldn't accurately predict how much time would be billed per client in any given month, making it tough to make staffing decisions. Billing was also inconsistent, frustrating both customers and Tabush.

"We knew that the managed services business model was gaining momentum in the industry and our customers were asking us how we could standardize our services," Fitzpatrick said. "It was time we found a tool that would enable us to transform our business."

### Centralizing on a Single Managed Services Platform

The Tabush management team investigated dozens of managed services solutions and settled on an automatic and remote IT systems management solution from Kaseya. During his research Kaseya consistently scored near the top of every management category from monitoring and software deployment to patch management and backup, making it an easy choice. Today, the Kaseya agent is deployed on 2,500 customer systems across dozens of customer sites around the U.S.

A light-weight agent-based solution, Kaseya gives Tabush administrators a holistic view of its customers' environments as well as the ability to drill down to individual or groups of machines to make system-level changes. Disparate management tasks are consolidated on a single pane of glass, centralizing IT management while collecting pertinent management data in a central repository where it can be accessed by administrators and technicians.

"Instead of working with dozens of tools, Kaseya centralizes IT management and allows us to deliver multiple services from a single solution," Fitzpatrick said. "We do auditing, remote control, scripting, software deployment, anti-virus and anti-malware, backup, disaster recovery and high-availability services from a single dashboard. This saves us huge amounts of time and allows us to be proactive with our customers."

While Kaseya includes robust monitoring and ticketing capabilities, Tabush continues to use third-party solutions for those tasks and is able to seamlessly integrate them within the Kaseya management framework.



### Kaseya Customer

Tabush  
New York, N.Y.  
[www.tabush.com](http://www.tabush.com)

### Industry

Managed Service Provider

### Business Challenges

- Keep up with customer growth and rapidly changing IT requirements
- Too much time spent on fixing issues rather than preventing them
- Hourly pricing model wasn't scalable or efficient
- Get a handle on service delivery costs for better resource management and planning

### Solution

Kaseya Managed Service  
Automation Solution

### Service Category

- Business Continuity Services
- Security Services
- Availability & Monitoring Services



## Automation Enables Operational Efficiencies

According to Fitzpatrick, Kaseya allows Tabush to be proactive and preventative rather than reactive. His team has written scripts through Kaseya that automate much of the repetitive and tedious administration that took up most of their time. For example, the Tabush team wrote a script that automatically conducts a disk cleanup that defrags the hard drive, deletes unauthorized applications and files and stops unnecessary processes. Immediately, his team saw a dramatic decrease in tickets from users complaining about poor system performance as well as virus and malware infections. The time saved is now spent on more critical issues and strategic projects. Instead of being reactive to user complaints, Tabush is preventing the performance degradation from occurring in the first place before it becomes an issue for the user.

Since then, administrators have automated software deployment, auditing, reporting, backups, security and other services through the Kaseya dashboard. Scripts can be applied to groups of machines, streamlining maintenance while making administrators more efficient. Tasks that used to take weeks, such as an operating system upgrade for a customer, now take hours—and administrators can be assured that the changes are being made consistently and reliably across the board.

Fitzgerald estimates that the number of tickets and maintenance time has been reduced 30 percent thanks to the operational efficiencies created by Kaseya.

## Standardizing Service Development and Delivery

The Kaseya Managed Service Automation Solution allows Tabush to develop and deliver a set of best practices and a consistent service delivery model for all its customers. This standardizes service delivery and billing while making it easier for Tabush executives to plan for staffing and resources. Instead of operating on an hourly rate model, costs are fixed for customers, providing no hidden costs or surprises. Customers know exactly what services are being delivered, how they are being delivered and how much they will be billed.

“Without a doubt, Kaseya has enabled the managed services business model,” Fitzpatrick said. “Instead of relying on help desk volume and how that relates to billing, we can focus on customer service and solving real IT problems.”

Tabush now offers its customers a menu of managed services from high availability services to business continuity. The consistency and predictability of the managed services business model allows Tabush to better understand staffing and resource allocation. Costs are based on the number of nodes rather than help desk calls, and the business is much more scalable. According to Fitzpatrick, a mad scramble doesn't follow a new customer signing. Adding 500 nodes overnight isn't a problem anymore, and he can keep staff in line with actual need.

A big part of Tabush's managed services success is thanks to improved reporting through the Kaseya dashboard. Inventory information is kept up to date in real time, giving administrators the information they need to proactively maintain systems. The easy-to-read reports can also be exported to multiple formats and shared with customers, showcasing the work Tabush has done on their behalf. At the press of a button, customers can see how services were completed, what is currently being conducted and what needs to be done in the future.

“Kaseya gives us the opportunity to PR ourselves,” Fitzpatrick said. “Doing that properly allows us to be profitable.”

### 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.

Go to [www.kaseya.com/download](http://www.kaseya.com/download) for a **FREE** trial.

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**Darragh Fitzpatrick**  
Executive Vice President, Tabush

## 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

## Summary Benefits

- Created a true managed services business with a comprehensive menu of proactive services
- Standardized service delivery for a more consistent user experience across customer environments
- Reduced number of tickets up to 30 percent, allowing administrators to focus on more important issues and strategic projects
- Fixed costs and best practices made it easier to allocate resources and plan

