

Intrepid Group Transforms IT Operations through Kaseya's IT Complete Solutions Platform

With Kaseya VSA and Traverse, Intrepid Group can easily resolve tickets, monitor its entire IT infrastructure, and fix end-user problems anywhere in the world, at any time.

Intrepid Group is one of the world's largest small-group adventure companies, taking a limited number of travelers to exotic parts of the world to be immersed in the host nation's culture. This gives the patron a real-life experience, rather than something he or she would experience at a typical chain resort.

Founded in 1989 as a grassroots operation, IT was never the main focus of Intrepid's business plans. But as the once-small company grew from three main headquarters to over 27 offices worldwide, it became quite obvious that a proper IT systems management solution was necessary for the present and future success of the business.

After looking at a number of tools — from vendors such as ServiceNow and ManageEngine, and by using a combination of Microsoft products — to solve their organizational IT issues, Intrepid took a chance on Kaseya VSA. Afterward, the IT group realized just how great of an advantage using VSA's single-pane-of-glass view has been to their company. Intrepid Group has since adopted the monitoring capabilities of Traverse with an eye to adding both Kaseya BMS and Kaseya AuthAnvil in the future.

When Adrian Vanderdoes, Global Infrastructure and Service Operations Manager at Intrepid Group, and a man who has traveled to over 150 different countries, first joined Intrepid he was tasked with completely revamping the company's IT operations and performance, which was no simple request. After downsizing all redundant IT roles and transforming his IT staff into a 24/7 operation based out of Sri Lanka, it was time to begin implementing VSA, which the company had purchased the year before but had not yet put into place.

Vanderdoes says that the overall IT satisfaction throughout the company since applying VSA and Traverse has been extraordinary across the board. "It's huge. The satisfaction level of the staff with dealing with IT now is chop and cheese. Whenever I go and talk to staff now, I don't hear 'IT have not fixed any of my problems,' the usual banter that people say about IT. Now it's 'I was pleasantly surprised. I logged a ticket, and half an hour later they'd fixed it.' I hear that every day."

Tickets Solved Faster Than Ever Before

Prior to adopting VSA, ticketing was a major issue for Intrepid. End users were logging tickets that the IT team wouldn't see for days, leading to the general consensus that even if you submitted a ticket, the issue was unlikely to be looked at, let alone resolved. Since switching over to VSA, this frustration has changed completely. "I look at some statistics because we've just done 12 months of running 24/7 operations, and we've gone from logging 140 tickets a day to 35 tickets a day. We've gone from the minimum of 48 hours before someone even looked at a ticket to now 95 percent of tickets resolved within two hours," says Vanderdoes.

With the addition of this rapidly fine-tuned, improved ticketing system, Vanderdoes now sees the best user experience since he started with the company. "The user base is very happy now with how the operations supports them and fixes the problems. We can see fairly quickly where underlying problems are starting to come back into the business, and we can fix those very quickly. Now we have a real stable environment. We have probably the best experience users have had in a long time."



Kaseya Customer

Intrepid Group
Melbourne, Australia
www.intrepidtravel.com

Industry

Intrepid Group is an adventure travel company focused on immersing small groups of travelers into the host nation's culture, instead of within a chain resort, where the experience isn't the same. Intrepid's destinations span the globe, letting travelers experience Asia, Africa, the Americas, and Antarctica.

Problems

- Logged tickets would be in a queue for over 48 hours before being viewed by IT.
- Increased system downtime in various international offices from having to wait for a tech to fix servers or end points in-house.
- Underlying database issues persisted, even though staff consistently looked to find the root cause.

Solutions

- Kaseya VSA
- Kaseya Traverse

Key Benefits

- 95 percent of logged IT tickets are now resolved within two hours.
- The average amount of tickets logged has decreased from 145 per day to 35 per day in the 12 months of using VSA.
- 24/7 operations can now fix VPN issues throughout the globe overnight, so staff can arrive at work in the morning without ever even knowing there was a problem.

Live Connect Excels in Fixing Issues across the Globe

Another advantage of VSA for Vanderdoes and his team of experts is the access to systems that Live Connect gives them. Because Intrepid's user base and offices are spread all over the globe, systems can't wait for a tech to stroll into the office each morning to fix things. And thanks to the real-time remote control access across distributed infrastructure that VSA's Live Connect delivers, they don't have to worry about that. "If the VPN went down in Istanbul, then we'd have no way of fixing it without having someone coming on site and looking at the ISP link or the firewall to even to rekey the VPN tunnels back in. Whereas now because there's a server there or a PC there, it doesn't really matter, and it's got the Kaseya agent on. As soon as it's live, we can remote connect to it, which then we can get to the firewall on the landside, and then we can rekey the VPN," Vanderdoes says.

According to Vanderdoes, the power that Live Connect brings to his team members is something that they wouldn't be able to function as well without. "It literally saves us. We can do that at night because we have 24/7 operations. The team notices that the VPN's dropped at 3 o'clock in the morning in whatever country it is. They can fix it, and the users come in at 8 o'clock in the morning and didn't even know it was down."

Bringing the Team Together

In fact, VSA has worked so successfully for the team, it decided to incorporate additional parts of the organization into its VSA instance. "We've brought on other teams. So finance support, sales support and HR now also use the VSA for their service desks. And we're looking to bring two others on, web support and marketing support. It's not because it may be the right tool for all of the departments, but it's the right tool for all of our users. They only have one place to now log a call, whatever that call is doesn't matter. And it'll get triaged and sent to the right place and fixed."

Fixing Years-Old IT Pain Points in Minutes

Intrepid has benefited from more than just VSA. For years, issues in the IT systems would exist, but no one exactly knew where they were coming from. Based on the success it had using VSA, Intrepid decided to add Traverse to its IT Operations. Thanks to the Traverse's ability to drill-down and discover where the problem lives, and a highly logical service-orientated view to unveil these underlying problems, Intrepid found the issues giving them headaches in minutes.

Their implementation of Traverse immediately changed the way that they could monitor and fix their IT problems. "When we first implemented Traverse and did just initial discovery, it highlighted back to us within about 40 minutes some pain points that we'd been having for years, especially in our database areas where we've been monitoring the databases for a long time. We've got good people who know how to do that, but all of a sudden we could see from an IT perspective why the databases would run slower at certain points in time. We never had that visibility before. Now we can say, 'Well, there we go. We need to fix this problem to fix that issue.' And away we go."

But it didn't stop there. Traverse's monitoring capabilities have become a crucial part of the IT systems management process, helping Intrepid improve its performance on a daily basis. "Ever since we put that product in, it's highlighting more and more things that have been misconfigured over the years that we can fix simply without any downtime."

Solutions from Kaseya Lead to Real Business Improvement

While the IT benefits Kaseya's products have brought to Intrepid are clear, what's truly incredible are the real-life tangible results that have stemmed from adopting VSA and Traverse, and the freedom it has given Vanderdoes.

Chief among these is the re-location of the company's main business headquarters. "Because I'm not focusing on day-to-day operational issues, we moved into our new global head office, and we went from an old, dingy place to a brand new, state-of-the-art building. We put in some really innovative solutions as well. We're WiFi-only; we've no blue cables. We've enabled 300 staff to be able to roam within the office." This allows people to interact

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Adrian Vanderdoes
Global Infrastructure and
Service Operations Manager,
Intrepid Group

with different area of the business. Intrepid extended that even further —all of the projectors and all the meeting rooms are agile, and people can use the facilities really simply, from their laptop. All benefits that stem from having a more stable IT environment.

The Kaseya suite of products has given Adrian Vanderdoes and his team the tools and view necessary to succeed within their current business model. But even better, VSA and Traverse, along with the other options they have been exploring, has given Intrepid the confidence that as their business expands larger, Kaseya will scale to match this growth.

“We've now got the platform where we don't have to do any more incremental costs or any more large outlays in staff to meet the business growth. As we grow as a company, we have the platform to meet that growth.”

Adrian Vanderdoes
Global Infrastructure and
Service Operations Manager,
Intrepid Group

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

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