How Switching to Kaseya Improved Efficiency and Security for simpleroute

Move to IT Complete by Kaseya provides MSP with reliable cybersecurity and enhanced technician performance

Brett Johnson spent the early part of his career traveling throughout the New England region helping update accounting software for numerous clients. While most of the locations he visited were run-of-the-mill operations with normal problems, the quality – or lack thereof – of IT services delivered by providers in one particular area shocked him. What he found in the state of Vermont was that many of the local businesses were being given the IT run-around by service providers.

"There weren't a lot of options for IT services locally within Vermont. A lot of the people and businesses I would encounter would have myriad problems as a direct result of the service providers they outsourced their IT to. For instance, one president told me he couldn't remote in to the VPN because he had tickets open for two weeks with his MSP and no one would get back to him. This was a serious issue. Here was a customer who signs the checks for an MSP, and they weren't taking their tasks seriously," said Johnson.

While this caused Johnson great concern, at the same time, he saw an opportunity where most hadn't yet. "I recognized there was a need for trustworthy, reliable IT services because local companies were being told one thing, yet given another. There's a lot of business process stuff that many MSPs won't touch. It became apparent to me what needed to happen, so in 2009 I started simpleroute," explained Johnson.

With the idea of simpleroute now born, the next step was to find the proper RMM/PSA solution set to deliver on the company's goals of providing local Vermont businesses with excellent, transparent IT services on which they can fully rely. Unfortunately, the company's first choice didn't quite fit the bill. Over time, the team hit a few roadblocks. Issues such as unreliable patching reports and the need to rebuild custom scripts after system upgrades led Johnson to re-evaluate the choice he had made. "When customers started to notify us about issues that should have been alerted to us through our RMM tools, we knew it was time for a change," stated Johnson.

After a demo and thorough evaluation of VSA by Kaseya, Johnson knew that VSA was the solution that would fulfill the promises he and his organization made to clients. "One of the reasons I started the business was to provide folks with the most efficient IT experience. I tried a lot of different products to make what I want to do work, and I did not find the right solutions until I started using Kaseya," declared Johnson.

RMM Reigns Supreme with VSA

All MSPs know that the lifeblood of their business relies on the strength of their RMM solution. With a strong RMM tool, the business is able to give its customers peace of mind that their IT environment is properly managed and looked after.

Prior to moving to VSA, Johnson's team struggled with custom scripting that had to be rebuilt from scratch with each upgrade to their previous RMM platform in order to prevent reporting issues that could impact customers. On top of that, sluggish connection speeds hampered simpleroute's ability to service its customers. "As a technician, you spend most of your day in your monitoring tool to connect to systems and work on issues. So the time lost waiting to sign in or for computer windows to load had a great impact on the team's productivity," Johnson elucidated.

Thankfully, simpleroute no longer has to worry about system downtime or lost scripts due to the advanced design of VSA. "When you really look at it, VSA is a much more mature product. It was designed to do exactly what it needs to do, and performs its tasks excellently. From my standpoint, I can tell that there was much more thought and research put into 'how are we going to lay this out' with VSA," explained Johnson.

Kaseya Customer

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About simpleroute

Simpleroute was founded in 2009 by Brett Johnson to provide Vermont-area businesses with efficient IT solutions and the best customer experience possible. In his previous positions, Johnson traveled extensively throughout New England to perform accounting software upgrades for various clients and noticed a shocking lack of IT support for local companies. There was a consistent disconnect between what service providers promised and what they actually did. For this reason, simpleroute was created to provide customers an optimal IT experience they can count on.

Problems

- Unreliable patching updates with prior RMM solutions put clients at risk of cyberattacks
- RMM platform slowness hampered technician productivity, resulting in lost time and revenue for the business
- Closed platforms limited choice for best-of-breed solutions for the business

Solutions

- VSA by Kaseya
- BMS by Kaseya

Key Benefits

- Consistent, reliable patching with VSA
- Lightning-fast remote control in VSA discovers and fixes issues in a fraction of the time
- Seamless integration between VSA and BMS provides customers with superior IT efficiency and full visibility across their IT environments
- Ability to monitor service delivery with Traverse to demonstrate additional client value

All factors considered, Johnson said that ultimately making the switch to VSA by Kaseya was an easy one. "In this market, RMM has to come first. I was lucky to have a former Kaseya user on our team, who told me 'Well, I never had these issues when I used VSA in regards to patching, system updates, and login time.' The switch to VSA has been night and day," professed Johnson.

Critical Patching Issues Solved

Inconsistent patching is the first step to becoming a victim of a serious data breach, as many users experienced firsthand during 2017's worldwide WannaCry ransomware attack. "When WannaCry hit, many organizations realized that their RMM solution was not patching the way they were led to believe. It made people say to themselves 'Oh I thought we were 100 percent compliant, we're not?' Fortunately, we moved to Kaseya two weeks prior to the attack because having our clients' IT environments securely patched, and therefore safeguarded against hackers, was of the utmost importance to our business," Johnson explained.

Today, the patching capabilities of VSA give Johnson and his technicians ease of mind when it comes to completing patch updates. "With VSA, we are rock-solid stable. We've never had to worry if a Windows agent was out of date, or if we were out of compliance. Patching is one of my favorite aspects of the product," Johnson said.

The Power of IT Complete and Reporting Made Easy with BMS Integrations

Additionally, Kaseya has helped Johnson and simpleroute deliver more efficient services to its client base through the ease and functionality of BMS by Kaseya. While the team enjoyed many of the aspects of its former PSA tool, there were concerns about future interoperability with the product once they decided to switch to VSA. "We knew VSA was the right RMM platform for our team, but we couldn't risk losing a seamless integration between our RMM and PSA. So we knew that BMS was the clear-cut choice for us," Johnson stated.

Shortly after its implementation, the team quickly realized the power of Kaseya's IT Complete platform and the added capabilities BMS could bring to the business, especially with reporting. "For us, the switch to BMS put us in a position where we could seamlessly perform tasks within VSA and simultaneously manage the business without interruption. On top of that, we can now leverage BrightGauge business intelligence data to report on metrics like ticket data, KPIs, and system performance all within BMS. Being able to merge that data together all within a single pane of glass helps us make better, more informed decisions with our clients," Johnson confirmed. "Long term it's going to enable us to sit down with our clients and have a real discussion with them on the state of their IT, whereas we could not do that without BrightGauge and BMS in the mix."

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Brett Johnson
President, simpleroute

ABOUT KASEYA

Kaseya® is the leading provider of complete IT management solutions for Managed Service Providers and small to midsized 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**