

Back to the RMM Future: TECHBLDRS Scurries Back to Kaseya VSA

When it comes to an RMM, you could say that MSP TECHBLDRS had a bit of buyer's remorse. The company originally used VSA from Kaseya, and then switched to LabTech. Having seen the error of its ways, two years ago the MSP switched back to VSA, and has been happy ever since, said Jonathan Kopec, service manager for TECHBLDRS.

In the case of Kaseya solutions, TECHBLDRS is focused on VSA, experimenting with new features such as VSA's capability to deploy software. "We are looking to expand some of the services we provide for our clients such as remote management, patches, and security," Kopec said.

TECHBLDRS specializes in construction and law firms, both of which need high security and cost-effective IT efficiency.

Its move to LabTech presented several challenges. For starters, LabTech couldn't do a number of things TECHBLDRS needed it to, and it didn't allow the techs to interact with users in a rich and deep manner.

The user interface was also problematic. "The GUI was pretty terrible for a lot of new users. It was difficult to onboard them, and just getting it set up from the ground up took a lot more time than it did with Kaseya," Kopec said. "The turning point for me to switch from LabTech was tickets. With VSA's Live Connect, it is amazing how fast we are able to remote onto a computer. We are on the phone with customers, and in a couple of seconds we are actually on their computer. There is the visual feedback for the user that you're actually there and actively working on something instead of fumbling around," he said.

The VSA look and feel, especially in the latest version, was a breath of fresh air. "The new GUI within the new VSA is really good. It is intuitive for new users to come on and onboard — they already know where everything is, and can easily navigate through pictures as opposed to using words. That makes it very, very easy," he said.

And there is more to like. "One of the best features is the agent procedures, and the fact that we can push things out very fast," he said. "These items include patches and software deployment, which need to be done quickly and in a highly controlled fashion," Kopec explained.

Onboarding, once a hassle, is now a snap. "The onboarding process is a lot more streamlined than any other RMM," Kopec argued. With VSA, TECHBLDRS' techs can easily walk an end user through deploying the VSA agent. The same is true for entire environments, where TECHBLDRS can "onboard an entire client site without having to be there," he said.

The Compliance Factor

MSPs, with their many clients, typically have to deal with one or more areas of compliance. With law firms and construction outfits on the TECHBLDRS' roster, security and confidentiality are a must. VSA is essential for TECHBLDRS to uphold high compliance standards, and reporting is critical to proving compliance.

"The built-in reporting feature makes it easy to give people the information they need as far as what their goal is, how we can meet that, how they stand now, and how they'll stand a week from now," Kopec said.

Kopec finds that VSA's scripts and procedures make it easy to build solutions to IT tasks, and provide the flexibility to experiment to find the right approach. Meanwhile, the built-in views let the MSP keep track of what is going on in the infrastructure. Here, Kopec noted VSA "doesn't limit you in what you can do."



TECHBLDRS

Kaseya Customer

TECHBLDRS
Philadelphia, Pennsylvania
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About TECHBLDRS

TECHBLDRS was an early entrant into the MSP space, having launched in 1998. The founder, Joseph Awe, had extensive IT experience, having served as chief architect for Eastman-Kodak, focused on imaging systems, and as worldwide IT Director for Smith-Kline. With this background, Awe went into IT services aimed at SMBs, and the service provider that began in a basement is now a major player in the greater Philadelphia area.

TECHBLDRS provides reliable on-demand IT support that adds value to your business. Customers pay only for the IT services used, eliminating surprise IT bills and recurring computer problems not fixed correctly the first time.

Problems

- Difficulty onboarding new end users and clients due to lack of automation
- Unable to resolve client compliance issues
- Trouble rectifying end-user issues in a timely manner

Solution

- Kaseya VSA

Benefits

- Onboarding is streamlined, automated, and can be done remotely
- Compliance is provable through VSA reports
- End-user issues are solved quickly thanks to VSA's Live Connect, which offers remote access and control of endpoints

The VSA Competitive Edge

The MSP market becomes more competitive every day. Fortunately, VSA gives TECHBLDRS a clear advantage. “VSA differentiates us from the competition by enabling us to quickly turn things around, such as deploying software, patching workstations, and leveraging reports to let clients know what we have gotten done,” Kopec argued.

Conserved resources are another factor. “We have saved a lot of time and money just from not having to go to certain places or different client sites because we’re able to do the work remotely,” he said.

A Bright RMM Future

What is Kopec looking forward to from VSA next?

“Software management is definitely something I’m looking forward. We spend a lot of time managing software with tools we can’t automate. It will be nice when VSA can help us manage everything and keep it all up-to-date,” Kopec explained.

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Jonathan Kopec

Service Manager for TECHBLDRS

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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