

CentreRED IT is busting the break-fix mentality with Kaseya

The company began working with Kaseya in 2012 and has doubled its productivity levels.

Manual tasks draining resources

Since centreRED IT was established in 1996, the company's business model focused on responsive IT services. This model was designed to address support issues and challenges as they arose. Traditionally, this 'Break-Fix' approach to IT services resulted in constant changes to unscheduled workloads and rapid transfer of internal resources to address urgent client needs. The time intensive 'Break-Fix' approach required centreRED IT staff to be constantly on the road to address requests from clients and manage on-premise issues around Australia.

According to centreRED IT Founder, Kent Forster, the old fashioned model of delivering on-premise services and support often restricted company resources during busy periods and resulted in inefficient processes and operations, while also hampering growth plans.

"Applying a Break-Fix approach to our operations was a hindrance to our business for many reasons. The number of on-site visits our team were managing required a large amount of time to complete, the process was manually intensive and ultimately things were slipping through the cracks."

"Without remote access and visibility, we were working manually and without having a full grasp on what was happening on each client's network," added Forster.

Forster recognised his team needed to develop a more proactive approach to addressing customer issues. He also wanted to give his team the ability to access client servers for monitoring and status checks so centreRED IT could develop informed strategies that are built around the realities of each customer operation.

"We had to reconsider the entire way we were doing business. Relying on a manual approach was dragging productivity down and was simply unsustainable for us, so we started to look at an automated approach to our service offering", said Forster.

Steady evolution to success through local support

After learning about Kaseya at an industry trade show, centreRED IT began to explore how their MSP support model could help the Canberra-based company deliver a better solution for its clients, and broaden opportunities for revenue growth.

After implementing a small number of modules to a select group of centreRED IT agents. It didn't take long for Forster and his team to experience the benefits Kaseya could offer in the long-term.

"Kaseya was incredibly easy to set-up and our team was very quickly impressed by the support it could offer. The fact a Kaseya support team is based in Australia has also been a real benefit, as we're always able to speak with someone who understands the market and can train our staff here," said Forster.

In the early stage of engaging Kaseya, Forster completed the online training program and certification before attending an annual Kaseya Connect conference.

"A visit to Kaseya Connect opened my eyes to the range of solutions and benefits Kaseya could offer our business as it evolved to serve clients in Australia. Within a month of returning from the conference, we changed the terminology and mindset within the business to evolve to become a better Managed Service Provider," added Forster.



Company Profile

centreRED IT is an IT services business that specialises in providing managed service provider solutions (MSP) to more than 130 clients around Australia, across a wide range of sectors. The company is based in Canberra, where it was established, and operates with a staff of 19 MSP specialists.

www.centreded.com

Business Challenge

centreRED IT needed a solution that gave its team of technicians greater visibility into its client networks, and allowed for further automation. Previously, the company's 'Break-Fix' operational and service delivery approach was limiting its growth goals of the Managed Service Provider and profitability.

Solution

In a bid to reduce manual tasks and increase proactive activity, Kent Forster at centreRED IT implemented Kaseya solution across a small number of machines. The benefits of Kaseya quickly became apparent and in one year the business has deployed over 2,100 Kaseya agents, resulting in a doubling of productivity levels.



www.kaseya.com.au

Thriving under a 'single pane of glass'

One year after installing Kaseya, centreRED IT has boosted its use from 30 agents to more than 2,130 active Kaseya agents. Today, centreRED IT operates a wide range of Kaseya solutions, including Live Connect, Agent Monitoring, Audit and Inventory, Agent Procedures, Policy Management, Back Up and Kaspersky integration.

"Since installation, the core benefit Kaseya brings is the time it saves our team. We no longer need to be on-site for simple tasks and successfully execute tasks that once took days, in a matter of minutes. The Kaseya solution is easy to use and the dashboard operates as a single pane of glass for our staff so we don't need multiple tools and applications to manage different jobs. With Kaseya, it's all in there."

"Kaseya is the first thing our technicians log into in the morning, if a client calls you can quickly find their machine and have a remote session to that machine. All the information, processes and installations are ready on your screen. If you're working at centreRED IT and you don't have your Kaseya console open, you aren't doing your job," said Forster.

Automation holds the key to the future

After integrating Kaseya across many of its operations, and with improved productivity, centreRED IT has developed a strategic plan to expand its services and solutions and grow as a business.

"Kaseya has unlocked an opportunity for us to deliver further Managed Service Agreements to our clients, something we had not been able to do before. It has allowed us to better service clients and deliver value for money. With Kaseya, we are free to focus on strategic IT recommendations," said Forster.

centreRED IT is now focusing on furthering the automation to build scripts and reports.

"Kaseya has helped us realise our goal to become a successful and advanced Managed Service Provider and we are confident that we will reach our goal of switching all clients to a Managed Service Agreement within the next year," said Forster.

"It's safe to say there has been no downside to using Kaseya; every time we put a Kaseya agent on an end-point, it benefits our business and that of our client."

Kent Forster

Founder,
centreRED IT

Key Benefits

- Forster reports productivity has doubled within the business due to increased automation
- With Kaseya, Forster's team can manage client's remotely from a single dashboard
- centreRED IT is now skilled to fulfill Managed Service Agreements, moving away from an outdated 'break-fix' service model and improving profitability across all areas of the business

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 30 day trial visit www.kaseya.co.uk/download

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