

High Quality Service Ensures Clare Computer Keeps Business Running Smoothly

CASE STUDY



Profile

Based in San Ramon, California, Clare Computer Solutions has been providing high quality network services since 1990. Specializing in deploying industry leading solutions and ensuring clients' networks are aligned with their business objectives, Clare Computer has become a business partner to hundreds of clients throughout the San Francisco Bay area.

Situation

Clare Computer technicians got to know their customers quite well before they bought N-central. Too well perhaps! Instead of monitoring networks remotely, they were visiting their clients regularly and conducting a checklist of network services. While these visits were great for building relationships and showing the value of their service, it wasn't the best situation to efficiently service more clients and grow revenues, and it certainly didn't warn them of impending issues.



"We conduct periodic reviews of our customers' business strategies to ensure our services are in line with their objectives. Our clients can see the value of our services and monitor the functionality of the services they deem crucial."

**Bruce Campbell, VP Marketing
Clare Computer Solutions**

Opportunity

Clare Computer wanted to provide a solution that would "never sleep", according to Bruce Campbell, VP of Marketing. They evaluated more expensive options, but recognized that N-central affordably bundled all the services they needed and presented it on a comprehensive Web-based dashboard. "N-central gives us the 'one-two' punch of constantly monitoring a network and then providing the trends and reports to show clients what's been happening on their systems," said Campbell. The remote capabilities of N-central combined with the detailed reports that allow businesses to align their networks with their business needs ensure Clare Computer continues to build successful, lasting relationships, while increasing their organizational efficiencies.



High Quality Service Ensures Clare Computer Keeps Business Running Smoothly

CASE STUDY

Fast Facts

- ▶ **Partnership Level:**
Platinum
- ▶ **Location:**
San Ramon, California
- ▶ **Business Focus:**
IT Services
- ▶ **Target Market:**
SMB
- ▶ **# Of Employees:**
30
- ▶ **Web:**
www.clarecomputer.com

Solution

When Clare Computer bought N-central they developed their Proactive Services Program which now accounts for up to 45% of their revenues. Their customers are assured a solution where network maintenance and repairs are seamless, allowing Clare Computer to focus on increasing the success of their own business.

Benefit

As any business grows, executives know IT must play a major role in its success. From e-mail to servers to software, IT is crucial to daily operations. "We conduct periodic reviews of our customers' business strategies to ensure our services are in line with their objectives. Our clients can see the value of our services and monitor the functionality of the services they deem crucial," said Campbell.

One of their legal clients quickly saw the benefit of proactive services. Well, actually they didn't see it at all. Their network went down on a Saturday, but Clare Computer's technician was paged, came in to fix it immediately and the lawyers had no idea anything even happened until they provided them with the report of what might have been without N-central. Perfect!

About N-able:

N-able Technologies™ is a leading provider of service management software that manages information technology and security services from a business perspective. Our product line delivers availability, performance reporting, security event and business service management to multiple customers or locations through a central Web console. N-able's product line is distributed through a global partner network of system integrators, outsourcers and value-added resellers evolving IT services from reactive to proactive to managed.



www.n-able.com
info@n-able.com
1-877-655-4689

© 2004 N-able Technologies. All rights reserved.