

IT Solutions successfully rolls out IT monitoring solution to Philadelphia area SMB market

CASE STUDY



Profile

IT Solutions is an 18-member, full-service IT consulting firm, operating in the Philadelphia area. Primarily targeting the small-to-medium (SMB) market segment, IT Solutions promotes itself as an IT “problem solver” and not as a “problem fixer”. Currently servicing over 70 clients, IT Solutions stresses network management as a key component of their overall service offering.

Situation

After many years of relying on a break-fix as well as a project-based business model, IT Solutions decided that they needed to adapt their business offering to best suit the needs of their customers. They began to recognize a shift in the IT marketplace where their customers were increasingly asking for a planned and methodical, proactive, and preventative maintenance model for their networks.



“Since implementing N-central, we’ve had to shift the way we work internally. We’ve had to review the way our team was structured and adapt our internal service desk and sales teams. We’ve had nothing but positive feedback from our customers as to the service that we are providing them.”

**Ted Swanson, Owner
IT Solutions**

Opportunity

In May 2002, IT Solutions came to the conclusion that, in order to best serve their customers, they would have to include a network monitoring and management component to their service offering. Recognizing this need to transition their business from a reactive service model to a planned, proactive model, IT Solutions decided that it needed a network monitoring tool to effectively help guide this transition.



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Fast Facts

- ▶ **Partnership Level:**
Platinum
 - ▶ **Location:**
Philadelphia
 - ▶ **Business Focus:**
Full-service IT consulting firm
 - ▶ **Target Market:**
Small-to-Medium (SMB)
 - ▶ **# Of Employees:**
18
 - ▶ **# Of Clients using N-central:**
70
 - ▶ **Web:**
www.itsolutions-inc.com
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Solution

IT Solutions selected N-able's N-central offering following a feasibility review of building a proprietary, in-house solution. Such a task was deemed too costly in terms of time and cost and subsequently, IT Solutions selected N-central. "N-central was the only solution built for service providers, for my business", said Ted Swanson, President and Owner of IT Solutions.

Benefit

By implementing N-central into their service offering, IT Solutions has been able to fulfill network monitoring requirements on a critical customer need basis. This has enabled IT Solutions to expand their customer base and increase customer satisfaction exponentially in the last year. With over 70 monitored customers and a thriving managed services business, IT Solutions has separated themselves from the competition and remains ahead of the game.

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.



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