

No More Break-Fix Services with O-Tec's New Remote Monitoring Solution from N-able

CASE STUDY



Profile

O-Tec, a network integrator based in Dallas, Texas, has been providing cost-effective IT services and best-of-breed technologies to its customers for over 25 years. O-Tec's team of technical experts works closely with its customers to get a thorough understanding of their business processes so it can consistently deliver top-notch services.

Situation

O-Tec's business has been growing steadily for years but its outdated, break-fix service model was making it increasingly difficult to provide superior service. Instead of preventing problems before they happened, O-Tec could only react to a problem after it had caused some damage. The result was often costly downtime for their customers and an unsustainable pace for O-Tec.

"We knew the expertise and products we were offering were top-of-the-line but the way we were delivering services was chaotic. We would meet ourselves coming and going and then turn around and do it all over again."



"In addition to a powerful remote monitoring solution, our partners at N-able provided us with whitepapers, resources, spreadsheets, training and personal attention to keep our MSP initiatives on track. N-able's partner Web site has been the most valuable tool we've ever been provided by a vendor."

Bill Crowsey, CEO
O-Tec Computer Services, Inc.

Opportunity

O-Tec wanted a solution that would help them anticipate problems instead of just reacting to them. They evaluated several products but only N-central offered exactly what O-Tec was looking for – remote monitoring with a powerful interface, detailed reporting capabilities, and a comprehensive support program – at an affordable price.

"I was immediately sold on N-central's dashboard because of its flexibility. I can easily get a 'bird's-eye' view of all the networks we support or quickly change views and drill down to a particular area of interest. What also made choosing N-central easy was the comprehensive training and marketing support that N-able provides. We are a small network integrator with limited resources so having the N-able team help us along has been a great asset in developing our MSP plans."



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Fast Facts

- ▶ **Partnership Level:**
Gold
- ▶ **Location:**
Dallas, Texas
- ▶ **Business Focus:**
IT Management
- ▶ **Target Market:**
SMB
- ▶ **Web:**
www.o-tec.com

Solution

Using N-central, O-Tec now offers TecWatch, a service program that enables them to remotely monitor their customers systems 24x7x365.

With TecWatch, O-Tec can identify an impending problem before it becomes critical. O-Tec's technicians then call the client, warn them of the potential problem, and advise them on how to prevent it from happening.

Also, N-central's reporting features give O-Tec tangible metrics that they can show clients to help them make upgrade decisions.

"Thanks to N-central and our TecWatch program, we've added \$3500 a month in recurring MSP income. Even more importantly, we've adopted a new business strategy that will enable us to develop a 100% MSP business model within the next 12 months."

Benefit

The biggest advantage for O-Tec is that they are now able to offer clients and prospects a unique approach to IT support and management that most of their break-fix competitors are unable to offer.

"By putting N-central to work, we are able to be proactive which frees us up to focus on the client's business needs and it has produced more project oriented business. Now we get paid to keep systems from breaking. Everyone wins!"

About N-able:

N-able Technologies® is the leading provider of IT performance management software to improve operations, manage risk and measure business value. N-able's product line provides complete solutions to monitor, manage and optimize information technology and security from a business perspective. Founded in 2000, N-able's solutions are licensed to hundreds of partners servicing thousands of end-user customers around the globe to evolve IT services from reactive to proactive to managed.



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