

# N-ABLE GIVES HEIT, INC. SOLUTIONS THEY CAN BANK ON



## ABOUT:

HEIT, Inc. was incorporated in 2003 with the purpose of building a world-class team to become the trusted partner in serving the financial industry's technology, compliance and security needs.

THE HEIT VISION Transforming technology management for superior banking performance.

THE HEIT MISSION Enabling community financial institutions to win through superior technology strategy and delivery.

**Location:** Fort Collins, Colo.

**Website:** [www.goheit.com](http://www.goheit.com)

## Challenges:

- Ensure a secure, compliant managed services practice to serve the needs of community banks and credit unions.
- Deliver the highest levels of uptime, while facilitating best-in-class remote monitoring and management.
- Integrate with key technology platforms such as Autotask to differentiate.
- Transition from a hybrid Microsoft and proprietary/custom MSP platform to N-able's platform.

## Solution:

N-able has been the foundation for HEIT's success over the last 5 years, and will continue to be a trusted partner for the company.

## Benefits:

- Explosive growth to nearly \$40 million in revenues.
- Seamless merger with Simpler-Webb in 2010.
- Ability to retain position as the largest MSP serving nationwide community banks and credit unions.
- "Soup to nuts" technology approach by N-able yields 100 per cent IT coverage for clients.

Technology has evolved in leaps and bounds over the past five years, bringing both new innovations and also new challenges. But one thing has remained the same for Dan Holt, co-founder and CEO of Fort Collins, Colo.-based HEIT, Inc. – his company's commitment to partnering with N-able Technologies®, the global leader in remote monitoring and management software.

HEIT is a large managed services provider (MSP) serving the technology, security and compliance needs of community banks and credit unions. An N-able partner since 2006, Holt credits N-able's stability and flexibility as driving his business' growth from a \$2 million organization to one with revenues totaling nearly \$40 million in a \$180 million technology solutions company.

"They gave us the solid foundation on which to build our MSP practice, and also helped immensely with setting our pricing and our services portfolio," Holt says. "They've been really flexible, too, especially when we went through a merger/ acquisition and were bought by Computer Services, Inc.," he states. "N-able was crucial in helping us navigate the process of migrating from a combined Microsoft and proprietary/custom platform to the N-able solution, and it was a great success."

As an MSP focused solely on the needs of community banks and credit unions, Holt says his company must provide iron-clad security, keep up with the latest in compliance and regulation, and make sure customers experience the highest level of uptime possible. N-able's focus on a broad spectrum of technology offerings is key to the success of partners such as HEIT's, he says.

"N-able understands MSPs need a 'soup-to-nuts' approach to business. The days of MSPs doing just one thing for customers are over. Innovative MSPs must provide a 100 per cent IT coverage model, and that's what N-able helps us deliver," Holt says. "We partner with the core providers in the banking space, and N-able provides the foundational infrastructure that lets us do that successfully."

## Consistently Ahead of the Curve

"N-able is very consistent about adopting new technologies and adapting to the ever-changing market conditions, the new compliance requirements and regulations," Holt comments. "That kind of flexibility and forward-thinking means great things for us, and enables us to continue to provide our customers with the best solutions possible."

Holt points to N-able's integration with Autotask as a key differentiator for his business, as Autotask's IT services management platform and remote management extensions make it simple for Holt and his team to manage and monitor customer issues, even from across the country.

Holt says HEIT's success is closely tied to N-able and he's looking into solutions such as N-compass™ for performance monitoring and reporting for his banking customers. That added functionality will take HEIT to a new level of excellence.

"N-able has been the foundation for our growth, and we look forward to continuing that trajectory with them," Holt states.

"N-able understands MSPs need a 'soup-to-nuts' approach to business. The days of MSPs doing just one thing for customers are over. Innovative MSPs must provide a 100 percent IT coverage model, and that's what N-able helps us deliver!"

– Dan Holt, Co-Founder and CEO, HEIT, Inc.

## Next Steps

- [Read more case studies about N-able's MSP Partners](#)
- [Start a free trial of N-able's N-central RMM software](#)
- [Contact us to learn more about N-central](#)