

N-CENTRAL QUADRUPLS MSP'S SALES IN THREE MONTHS



ABOUT:

Nine-year-old, six-person IT service provider serving the SMB markets.

Location: Fairfax, Va.

Website: www.poccs.com

Challenges:

- Needed a new RMM platform as it transitioned away from a break/fix model to a fixed-fee, managed services approach to service delivery.
- Wanted to extend the bandwidth and time efficiency of its technicians.
- Ongoing pressure to stay a step ahead of competition.

Solutions:

- After evaluating 15 alternatives, the N-central RMM platform was ultimately selected.
- Stable, automated N-central solution provides fast, easy onboarding and an SLA that allows POCCS to resolve issues in minutes or hours.

Benefits:

- Quadrupled its managed services revenue after standardizing on N-central.
- Successfully transitioned its 100 business clients to a fixed-fee, contract model.
- Improved the bandwidth and time efficiency of technicians to support as many as 200 machines.
- Reliable, consistent support from N-able.

After a year of diligently reviewing and testing 15 different remote monitoring and management (RMM) platforms, Paul Kamberis, owner of Paul On Call Computer Service LLC (POCCS), found exactly what he was looking for.

POCCS is a nine-year old, six-person Fairfax, Va.-based company that offers what Kamberis calls “full service, outsourced IT help desk services” to small and midsize businesses (SMB) that do not have the need, or budget, to hire a full-time, in-house computer technician. In addition to transitioning away from a core break/fix business, Kamberis and his engineering team became dissatisfied with their initial choice of RMM supplier, and one year ago began to search for another.

“This time around, we went all out and really did our homework,” says Kamberis. “In a lab environment, we reviewed nearly every single RMM program out there, and N-central® by N-able Technologies® was the best by far,” he says.

“With N-central, the IT automation process was a lot easier than we thought,” Kamberis says. “We on-boarded easily with N-central 8.0 beta and it was more stable than even the final versions that most of the competition offered.”

Adopting and deploying N-central has quickly increased POCCS’ managed services sales. In the last three months, POCCS has quadrupled its managed services revenue, in part by transitioning its 100 business clients to a fixed-fee, contract model, says Kamberis.

Fast Growth and Exceptional Service Levels

In a matter of months, POCCS has earned seven managed services clients under contracts and N-able has allowed the company to move 100 percent of its business to managed services. It’s too soon to measure N-central’s direct impact on the company’s financials, but Kamberis says POCCS more than tripled its year-over-year profit in 2011 while also experiencing its best year in nine years of business.

“Before, we didn’t feel comfortable offering managed services to some clients because we didn’t want to lose them in the transition,” he says. “But with N-central, we have a service level agreement (SLA) now that we couldn’t offer previously,” he says. “Sometimes we can resolve issues in minutes and hours when before it took us days or weeks.”

POCCS’ primary services include RMM; server and network design and implementation; security; backup and recovery; and, server, network and desktop administration and maintenance.

Kamberis says that POCCS’ success in the highly-competitive Washington, D.C.-metro area stems from its responsiveness, knowledge and professionalism. “We’re the highest-rated managed services company within 50 miles of our zip code,” he says with pride.

“We stay one step ahead of the competition by researching and leveraging the best technologies on the market, which allows us to deliver on our promises while others fall short,” he says.

“We were very picky when we went to N-central because we needed a program that allowed us to operate at the highest level possible.”

– Paul Kamberis, POCCS Owner.

Kamberis says that N-central has enabled POCCS to improve the bandwidth of its technicians to support as many as 200 machines, which, while not quite at the level of larger companies, still is a noticeable improvement.

“We only employ Tier II and Tier III technicians,” he says. “We take great pride in our work and our reputation is everything to us. We were very picky when we went to N-central because we needed a program that allowed us to operate at the highest level possible.”

Partnership Plays Key Role in Success

Critical to POCCS’ success is the consistent and reliable support it receives from N-able. Indeed, Kamberis says that POCCS remains supported by the same N-able team members with whom he engaged to bring his business to N-able.

“They know us and our needs and are open to our feedback,” he notes. “As we find new ways to use N-central we share it with them. We have a mutual relationship to help each other out and grow the business together.”

Kamberis says that N-central helps POCCS conquer its biggest challenge – time efficiency. “N-central is our ‘Iron Man’ suit,” he says. “We couldn’t become a managed services company until we came to N-able.”

Next Steps

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