

# MANAGED SERVICES PROPEL FAST GROWING DELAWARE MSP



## ABOUT:

TechSolutions Inc. provides skilled technology services to a variety of small- and mid-sized businesses in the Wilmington, Del. area. From installing new networks to keeping a small office of PCs up and running, TechSolutions has the knowledge to solve complex IT issues with a solution that fits.

**Location:** Wilmington, DE

**Website:** <http://techsolutionsinc.com>

## Challenges:

- Finding the time and identifying the right partnerships to facilitate growth.
- Transitioning from a break/fix model to a successful MSP.
- Ensuring exceptional customer service and support.

## Solutions:

By partnering with N-able and using their RMM solution, TechSolutions has achieved success as an MSP; TechSolutions also utilized N-able's unique 'Blueprint for Success' program to learn how to build a profitable managed services business.

TechSolutions will double its physical space, add more sales personnel and two additional technicians to boost its value and service to customers.

## Benefits:

- TechSolutions' MSP strategy and partnership with N-able has improved its ability to help customers, while sparking growth and boosting profits.
- Showed a substantial increase in gross revenue in 2010.
- Projected to achieve revenue and profit boost of 30 per cent this year.

Similar to many managed service providers (MSPs), TechSolutions, Inc. began modestly more than a decade ago as a one-person operation providing break/fix services to small businesses.

"I started strictly as break/fix catering to small businesses," says founder Rick Monnig. "But it's difficult to plan your day when one phone call can change everything."

Within a year, Monnig partnered with Rich Kenney, who operated his own IT consultancy firm, to form a springboard for the Wilmington, Del.-based company to grow and prosper.

"We each had our own set of clients, including individuals and businesses," says Monnig. "When we came together, we totaled about 30 clients and became a stronger company."

Monnig and Kenney are equal partners in the now 10-person firm. Tricia Monnig serves as the MSP's business manager. Together, they have come a long way from those early days of break/fix —winning the Success Award at the 2010 Partner Summit for N-able Technologies®, the global leader in remote monitoring and management (RMM).

TechSolutions' relationship with N-able was formed as the company started to gear its offerings toward managed services as a better way to meet clients' needs. The MSP partnered with N-able for its RMM solutions and engaged in N-able's unique 'Blueprint for Success' program to learn how to build a profitable managed services business.

"We wanted to stop tying revenue and service to billable hours because there are only so many hours in the day," says Monnig. "A managed services approach was clearly the best way to deliver better solutions to our customers in a more cost-effective manner."

## Promoting partner success

N-able's corporate culture, which encourages and gives its channel partners the resources and tools to succeed, has made a world of difference for TechSolutions.

"N-able showed us right from the beginning how to be successful with managed services," says Monnig. "N-able looks out for us like a true partner."

TechSolutions has standardized on N-able's N-central® platform for its growing client base and uses N-compass™ for business and performance reporting, notes Monnig.

Focusing on managed services has been a winning formula, says Monnig, improving the MSP's ability to help its customers, sparking growth and boosting profits. Last year, for example, TechSolutions' average consulting revenue per client increased, and median sales improved as well.

Monnig estimates that the company will boost revenue and profits this year by 30 per cent. "We had our best year ever in 2010," he says. "We increased our gross revenue significantly."

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*– Rick Monnig, TechSolutions President*

Monnig says that “managed services are the biggest driving factor in customer service, business growth and profitability/performance metrics.” To ensure exceptional service and support, the MSP is doubling its physical space and adding additional sales personnel. It’s also slated to add two technicians to its current roster of seven engineers later in the year.

### **Specialization leads to greater customer business value**

TechSolutions offers IT services mainly to legal firms, medical practitioners, health-care organizations, property management companies, construction businesses and individual clients. Law firms represent its largest vertical market at 60 per cent of overall sales.

Kenney’s background includes a four-year stint as a networking administrator for a prominent Wilmington-based law firm. “There are a lot of law firms in Delaware because many businesses incorporate here,” he says. “Lawyers talk a lot to each other and, if you’ve got a good reputation, you can win business on word-of-mouth alone,” he says.

As a small business, the quality of TechSolutions’ entire team is vital to its success, says Monnig. “Everyone interfaces with customers,” he says. “We make sure that everyone is on board and doing his or her best at all times, focusing on what we can do to help our customers. N-able has played a significant role in influencing our company’s culture, service and specializations.”

### **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](#)