

# THE RESPONSE TIME MATTERS MOST



## ABOUT AMICUS ITS

Amicus ITS provides the people, process, technology and solutions that are vital to keep businesses running round the clock, which address the issues of a changing workforce, changing workplace and changing world. The company's secure, true, 24/7 managed services, technology solutions and approach are trusted by corporate clients and the public sector alike.

**Location:** Southampton, U.K.

**Website:** [www.amicusits.co.uk](http://www.amicusits.co.uk)

### Challenges:

Save money and provide best-in-class remote monitoring and support to a wide range of customers

### Solution:

Map monitoring and support services to the capabilities found within N-able's N-central remote monitoring and management platform

### Benefits:

- Greater profitability and productivity as well as enhanced customer services
- 60 live support contracts based on N-able solution
- 20% revenue growth for 2009

## N-central® Remote Monitoring and Management Platform Gives Amicus ITS a 'Huge Differentiator'

Not every service provider is qualified to roll out and support a complex, virtualized IT infrastructure for Elliott Turbomachinery, one of the world's leading turbomachinery innovators.

But for Amicus ITS, a U.K.-based service provider and IT consultant, transforming Elliott's legacy IT infrastructure into a virtualized environment was the easy part. The real challenge came afterward — in making certain the new infrastructure is doing what it's supposed to do and working at optimal performance levels, says Marc White, Director of Sales for Amicus.

So, how did they do it? In the early stages, Amicus' seasoned technicians worked side-by-side with Elliott to design and deploy the new virtualized environment. Then, to ensure high availability of the network, Amicus tapped into the power of the #1-rated N-central® remote monitoring and management (RMM) platform to provide around-the-clock remote IT system monitoring, remediation and instant response — a level of IT service Elliott had not previously enjoyed.

"When you're dealing with a new deployment, and in this case a virtualized environment, the first three months are critical," explains White. "Elliott is a great customer for us and we wanted to ensure everything went off without a hitch so we used N-central to monitor the environment and keep a 24/7 watch on the infrastructure."

## 60 SUPPORT CONTRACTS

Today, remote monitoring and IT support is a signature service for Amicus, initiated four years ago when the company first partnered with N-able Technologies®, the global leader in RMM software for managed service providers and IT departments.

"We'll offer the monitoring free to clients for the first three months to demonstrate the value of the service," says White, who is quick to point out that Amicus now maintains about 60 live support contracts based on N-able's N-central software.

With a total of 1,150 people on staff, Amicus ITS positions itself as a business solutions provider delivering complete IT managed service support to the health care market, the public sector — including local government, education and principalities — and corporate customers ranging in size from 250 to 1,000 users.

**"N-able's technology has made a big difference to our bottom line. We must save thousands of pounds in travel costs alone each year."**

– *Marc White, Director of Sales, Amicus ITS*

"We always include our N-able remote monitoring and support services. Even if we end up giving it away as part of the greater solution, N-able's technology just makes our service provision for the customer so much better," says White.

Amicus has provided hardware solutions to health care offices in the U.K. for more than 18 years, installing a wide array of storage and back-end systems. The company also acts as a subcontractor to health care providers for service and support.

"The ability to provide a genuine, 24/7 remotely staffed IT service desk is a huge differentiator for us," White says. "We have people in front of a screen to monitor 24/7. If an alert goes off, we have instant human monitoring with a response within five minutes."

N-able's technology has allowed Amicus to strengthen its value proposition and deliver a consistently high level of service. "What sets us apart is we have the right skills and support, and we have built N-able's solution around that," says White. "It's the only monitoring solution that we work with. Our service desk takes calls from customers, but we also have N-able's N-central software raising system alerts for us."

Working with N-able not only has added to Amicus' productivity but also to its profitability, he adds.

"N-able's technology has made a big difference to our bottom line," says White. "We save thousands of pounds in travel costs alone each year. We don't have to visit customers to support them — we can do it remotely. When we're bidding for new business, the remote capabilities allow us to be more competitive because we don't have to incur extra travel costs to service the client."

With sales of about £15 million (\$24 million US) in 2009, Amicus enjoyed 20 per cent growth over the previous year's £12.5 million (\$20 million US).

## Next Steps

- Read more success stories about N-able's MSP Partners (link to Case Studies page: <http://www.n-able.com/resources/usersuccess>)
- Start a free trial of N-able's N-central RMM software (link to trial page <http://www.n-able.com/casestudytrial>)
- Contact us to learn more (link to [sales@n-able.com](mailto:sales@n-able.com))