

BNMC “BRIDGES THE IT GAP” WITH MANAGED SERVICES



ABOUT BNMC:

BNMC is an IT network services company serving as a strategic IT business partner to small and midsize organizations. The company provides its clients with proven design, implementation and support solutions for their technology needs, and helps to solve business problems and improve overall profitability and productivity.

Location: Andover, MA

Website: www.bnmc.net

Challenges

- Educate customers on importance of aligning IT and their business needs. “We educate our customers as a team.”
- Establishing policies and procedures—“we call it governance” for how the customer will use the technology.

Solution:

NetPartner suite of services tailored for the needs of small and medium organizations, includes full or partial outsourcing of server, desktop and network monitoring and management.

Benefits:

- Savings: “Most clients don’t want to pay for an IT infrastructure and to monitor and manage it themselves.”
- Improved productivity: Outsourcing IT services frees clients to better allocate resources.

Eryck Bredy, the dynamic founder, president and chief technology officer of Bredy Network Management Corporation (BNMC) credits his company’s roots as a trusted IT advisor to financial services clients with framing the perfect foundation for the managed services it now provides.

“When I launched the company in 1988, we were providing computer consulting services to corporate financial planning clients,” he says. “Back then we were core technology specialists. Now, with managed services, we’re a lot more strategically connected to our customers.”

BNMC, based in Andover, MA, ‘bridges the IT gap’ between the technology and business requirements of its clients in the banking, venture capital and medical industries, as well as a host of non-profit organizations, notes Bredy. In addition to managed services, BNMC offers an all-encompassing lineup of IT and network consulting, IT project implementation and integration services.

In 2007, Bredy says he decided to “reinvent the company,” to become a managed service provider (MSP), realizing that working from a centralized platform would boost the value BNMC delivered to clients.

It was a profound transformation that led him to N-able Technologies®, the global leader in remote monitoring and management (RMM) software and its N-central RMM platform solution.

BNMC transforms to a full-service MSP

Bredy says that N-able was at the heart of the company’s transition to a full-fledged MSP. “Before N-able, we were doing professional services projects and providing support, but not calling ourselves an MSP,” he says. “N-able helped us to transform the company and the way we do business.”

“With N-able’s N-central, everything is in one place,” he says. “When you buy N-central you can make it your own, it’s not like buying a canned product,” says Bredy. “It’s not a magic bullet—it doesn’t do everything—but we don’t think it should,” he says. “You can mold it to meet your clients’ needs and objectives. When we looked at N-able, we knew we were looking at the best of breed.”

The MSP’s flagship managed services package, called NetPartner, is a three-level suite of services tailored for the needs of small and medium organizations, and includes full or partial outsourcing of server, desktop and network monitoring and management. About 80 per cent of the company’s customers are businesses comprised of less than 100 employees, Bredy says.

A monthly subscription that provides networking infrastructure services and Internet connectivity for companies with one server and 10 desktops costs about \$950.

BNMC prides itself on the quality of its technical staff, which includes six highly qualified and trained engineers delivering “Fortune 500 class service,” Bredy says. The company, with a total of nine employees, also has a dedicated inside sales person. Roger Michelson, Bredy’s business partner, serves as BNMC’s chief operations officer.

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– *Eryck Bredy, BNMC President and Chief Technology Officer*

“What sets us apart,” says Bredy, “is that we don’t throw technology at a solution just for technology’s sake. We talk to our customers at great length about how the technology solution will be maintained and governed—that’s vitally important in our view,” he explains.

While 20 per cent of BNMC’s 40 active clients still come from the financial services sector, non-profit organizations make up its largest client segment, accounting for about 40 per cent of its customer base.

Bredy says that N-central’s robust security component, in which agents and probes communicate securely, is vital, in particular, to the company’s financial services clients.

One of BNMC’s primary roles is to be an extension of its customers’ IT staffs or provide one where none exist, Bredy says. “That’s where N-able comes into play, because it allows us to monitor our customers’ systems, interpret alerts and mitigate problems,” says Bredy. “We own the responsibility for the service ticket and the escalation scheme is built right in.”

BNMC is projecting to double its sales in 2011 from its 2009 totals, Bredy says. From 2007 to 2008, the company doubled its sales but decreased some 20 per cent last year, he says. “Managed services is absolutely the growth driver here,” says Bredy.

Next Steps

- **Read more case studies about N-able’s MSP Partners**
- **Use N-able’s N-central RMM software FREE**
- **Contact us** to learn more about N-central