

# CALTECH BANKS ON MANAGED SERVICES



## ABOUT CALTECH

CalTech was founded in 1988 as a custom software provider. Since then, CalTech has grown – thanks to dedication, professionalism and a commitment to provide clients with the finest IT products and services available.

**Location:** San Angelo, Texas

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

## Challenges

- Extend managed services to more clients, including community banks, educational institutions and law firms throughout Texas.
- Continue to help community banks with security standards and regulatory compliance issues.

## Solution

N-central 7.0 RMM software and N-compass IT performance reporting software.

## Benefits:

- Reduced costs for community banks to comply with security regulations.
- Increased managed services client base from 20 to 50.
- Leveraging N-central Essentials freemium licenses to prove the value of managed services to new clients.
- Generated 30-per-cent growth in managed endpoint security services in just three months.
- Anticipating 20-per-cent overall growth this year, with potential for much more.

IT service provider CalTech speaks the same business and technology language as its community bank customers. That's an accomplishment far easier said than done, especially considering CalTech is tasked with helping its banking clients meet special network security standards and pass demanding regulatory audits.

"We understand their business, their technology and security needs," says Brent McCasland, CalTech's president, CFO and a partner in the company. "We put a great deal of time and energy into making sure we establish a meaningful working relationship with our clients."

Since 1998, CalTech, based in San Angelo, Texas, has served the IT needs of community banks throughout the state, providing expertise in a wide range of banking applications, implementing systems and establishing network policies.

About two and a half years ago, after meeting with N-able Technologies® and learning about the capabilities of its N-central® remote monitoring and management (RMM) software, CalTech got serious about expanding its IT services and adding managed services to its portfolio.

"Our managed services business took off right after we became an N-able partner," says McCasland.

## 'Impressed' by N-able's commitment to partners

"We went to N-able's partner conference that year in Dallas and were very impressed with how they listened to their partners and had a genuine interest in helping us start and grow a profitable managed services practice."

McCasland says that CalTech relies on N-central 7.0 for remote monitoring and management of customers' IT infrastructure, and N-able's N-compass™ software for reporting. In addition, the company makes extensive use of N-able's freemium N-central Essentials software, including the integrated Endpoint Security Manager™.

Overall, managed services now comprise about 30 per cent of CalTech's business. Its 45 community bank clients make up about 70 per cent of its revenue, with the balance coming from IT services provided to educational institutions and professional services firms.

Ultimately, McCasland wants to migrate as many clients as possible to a managed environment using N-able's technologies.

"We are converting our block time into managed services contracts," he says. "Our banking customers like predictable billing and flat monthly support fees."

**“Compliance can be very costly for a community bank. We use N-compass to develop reports to supply to examiners when they conduct an audit. With N-able we can respond to issues proactively.”**

*– Brent McCasland, President and CFO, CalTech*

The reporting component of N-able’s software solution is particularly important for CalTech’s banking clients, McCasland explains.

“Compliance can be very costly for a community bank. We use N-compass to develop reports to supply to examiners when they conduct an audit. With N-able we can respond to issues proactively, rather than just reacting to what an audit turns up.”

CalTech had 20 managed customers before adopting N-central 7.0, but has since added another 30 clients, thanks to N-central Essentials and Endpoint Security Manager.

McCasland says that Endpoint Security Manager has opened the door for CalTech to up-sell customers into additional monitoring and reporting capabilities using N-able software.

“We were early adopters of 7.0 and Endpoint Security Manager. When N-able released it, we were in a good position to start using it with a few select customers. In the last few months, we’ve had 30-per-cent growth in our managed security services.”

“N-able’s flexible licensing model also allows us into smaller companies, which helps us a lot,” he says.

Adding a managed services practice using N-able’s RMM solutions not only has contributed to CalTech’s revenue growth, but also has “allowed us to offer higher-value services,” says McCasland.

“We have budgeted for up to 20-per-cent growth this year,” he says. “But with adding Endpoint Security Manager and up-selling our monitoring and management, our total managed services revenues could easily double.”

## 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