

# TOP CHEF SERVES UP TECHNOLOGY TO LOCAL RESTAURANTS IN FINLAND



## ABOUT COSTA-SYSTEMS OY:

Costa-Systems is a managed service provider offering remote monitoring and management services to businesses within the restaurant and retail industries. The company also specializes in network cabling and associated systems, security, point-of-sale and mobile phones. Costa-Systems' mission is to help clients achieve their goals, whether it is sales promotion, staff training or internal control. In order to offer competitive services, the company maintains an extensive partner network and provides remote IT services.

**Location:** Helsinki, Finland

**Website:** [www.costa-systems.fi](http://www.costa-systems.fi)

## Challenges:

- Expand managed services model to primary customer base in Finland.
- Continue to streamline operations and improve productivity.
- Introduce new services to deliver greater customer service remotely.

## Solution:

Uses N-central 7.0 for RMM and Endpoint Security Manager to introduce small clients to its services. Adds RMM to its network cabling, POS and security business for end-to-end offering.

## Benefits:

- N-able technology allows monitoring of restaurant customers' networks, servers and computer systems.
- Decrease in traveling expenses, due to remote monitoring capabilities.
- Offering a more robust managed services portfolio.
- Ease of transitioning existing clients to managed services.
- Operates as trusted advisor to clients.

Managed service providers (MSPs) choose target markets for any number of reasons, but perhaps only a few have followed the same path as Costa-Systems Oy, based in Helsinki, Finland.

As a young person, Nalle Söderholm, Costa's chief executive officer, worked as a professional chef. He couldn't help but notice that many of the restaurants with which he came into contact lacked technology and basic IT support services.

Söderholm, who has a keen interest in technology, decided to capitalize on the opportunity he saw to bring IT systems and services to restaurants in the local area.

"I started as a consultant helping to stream video from a restaurant to a television station," says Söderholm. "It got us going with IT services in the restaurant business."

After extensive training and certification, Söderholm launched Costa-Systems Oy eight years ago, only one year after opening the largest Internet café in Helsinki.

## Specialization Leads to Significant Growth

Today, Costa is an end-to-end shop, offering remote monitoring and management (RMM) services through its relationship with N-able Technologies®, the global leader in RMM. The company also specializes in network cabling and associated systems, security, point-of-sale (POS) and mobile phones.

Söderholm seems to have made a wise choice for Costa's market specialty. Indeed, in its first four years, the MSP doubled sales each year and now commands a customer list of 100 restaurants throughout Finland, including the two largest privately owned restaurant chains in the country.

Although Costa began offering some managed services three years ago, its relationship with N-able in the past year has allowed the MSP to blossom its portfolio to managing approximately 400 nodes, including workstations and networking devices.

"When we first went to managed services, I began writing code for our own software," Söderholm says. "But we didn't have any agents or probes and it was a hard system to maintain."

However, when Costa deployed N-able's N-central RMM platform solution, its restaurant clients reaped immediate benefits, says Söderholm.

"We use N-central 7.0 for our customers to ensure that all the cash registers, software and systems on the network are up and running properly," he says.

"We monitor the virtual private network tunnels, the cash register software and the debit cards that hit the system," says Söderholm. "If anything fails, the self-healing application in 7.0 tracks it down and fixes it automatically."

"Before N-central, we had to reset the entire computer system if anything went down," he adds. "It's a big upgrade for us and our customers."

**“A big advantage for us that comes with using N-central, is we don’t need to travel around Finland to service our customers, we can do most anything remotely now and haven’t missed a deadline to this day.”**

– *Nalle Söderholm, Costa-Systems Oy’s Chief Executive Officer*

## Better Customer Service and Cost Savings

Because some of Costa’s customers are located up to ten hours away from the company’s headquarters, transitioning to a managed services model and using the N-central RMM software to proactively monitor and manage IT performance has also greatly helped the MSP streamline its operations and boost productivity, says Söderholm.

“A big advantage for us that comes with using N-central, is we don’t need to travel around Finland to service our customers, we can do most anything remotely now and haven’t missed a deadline to this day.” he says.

Another perk that comes with using N-central is N-able’s new Endpoint Security Manager, a fully integrated security solution that protects IT assets against threats. Söderholm notes that adding N-able’s Endpoint Security Manager to the services mix has increased Costa’s sales by “showing clients the value and savings we bring to the table.”

“Because Endpoint Security Manager is so affordable for our customers, we have been able to sell two-year contracts, where before we could only sell one-year deals,” he comments. “The amount we charge for Endpoint is so minimal that our customers jump at it. It’s a great and cost-effective service to get a customer started on managed services.”

With the new service model in place and N-central deployed, Söderholm says that Costa has begun actively switching its existing customers over to managed services. “It’s a process all by itself because managed services are still new in Finland,” he says. Yet, Costa remains focused and is on pace to grow 20 per cent this year, almost exclusively from selling more services to its current, existing customers, Söderholm says.

“We don’t force our customers into buying anything and they view us as trusted advisors and reward us with more of their business,” Söderholm says. “We don’t look at profit—we look at what’s best for our customers.”

## 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