

LETMEDOIT GUARANTEES CUSTOMERS' IT PERFORMANCE WITH N-ABLE'S HELP



ABOUT LETMEDOIT

Letmedoit is an award-winning company that offers a full range of managed services to small and midsize businesses. Founded in 2005 as an MSP, Letmedoit is dedicated to communicating the business value of managed services and then delivering on the guarantees it makes to customers in service contracts. The company serves as a master agent in Europe for N-able Technologies.

Location: Utrecht, The Netherlands

Website: www.letmedoit.nl

Challenges

- Clearly demonstrating to SMBs that outsourcing IT and managed services are beneficial.
- Fulfill written guarantees made to customers.
- Deliver outsourced services remotely in order to support rapid growth.

Solution

Use N-able's N-central 7.0 RMM platform and N-compass reporting software to take responsibility for customers' IT needs and show measurable value to customers.

Benefits

- Guarantees high-performing IT infrastructure for clients.
- Sales grew by 800 per cent in last four years, now has several hundred nodes under management.
- Expects 50-per-cent revenue jump and record year in sales.

Letmedoit is so confident in its IT service capabilities, the **managed service provider** (MSP) guarantees its customers an optimized, high-performing IT infrastructure, in writing, on every contract.

"With each client, we discuss up front our guarantee for the performance of their infrastructure," says Sietse Daudey, owner and director of Letmedoit, based in Utrecht, The Netherlands.

"We take responsibility for our clients' infrastructures and their automated business processes," Daudey says. "If there is a malfunction or an incident, we respond and fix it within a set limit of time, every time, or the customer is free to go elsewhere."

Daudey, who founded Letmedoit five years ago, says that his company's name describes exactly the value he and his staff provide to their customers. "Our name expresses the way we want to do business."

By using the N-central® remote monitoring and management (RMM) software platform from N-able Technologies®, Letmedoit is able to quickly automate its customers' business processes. Daudey says N-central gives his company the power to "take over IT responsibilities" for its customer base, which consists primarily of small and midsize businesses ranging from 20 to 200 employees.

Remote Services Delivery Fuels Growth

"Our target market is businesses that really need and depend on IT, but are too small to set it up on their own," Daudey says. "In the Dutch market, because it's a small country and the distances between locations are not great, it has always been possible to **outsource IT**, but now with the use of N-central, we can service our customers remotely, which has helped us grow."

Letmedoit has grown steadily from five employees three years ago to 15 today, including 10 engineers. In the past four years, the MSP's sales have jumped an impressive 800 per cent. Sales jumped by 60 per cent and are expected to increase by 50 per cent in 2010.

Daudey says that a vital cog in Letmedoit's growing success is the relationship the company began in early 2008 with N-able, the global leader in RMM technology for **MSPs** and internal IT departments. "We chose N-able over Kaseya and others because they understood us and what we were doing," he says. "We have been doing **managed services** from the start and N-able has always acknowledged that we are on the right track."

According to Daudey, N-able's solutions fit Letmedoit's business perfectly.

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– Sietse Daudey, Owner and Director, LetmedoIT

“We were looking for a monitoring tool that could work across our client base on a distributed architecture,” he says. “N-able was one of a few that could provide that functionality and its N-central technology works the best for our needs.”

LetmedoIT uses N-central 7.0 for remote monitoring and **remote management** of customers’ networks and devices, and N-able’s N-compass™ software for **IT performance reporting**. Right now, the MSP has “several hundred” nodes under management with N-central 7.0 and expects the figure to grow significantly in the next year, Daudey says.

Because of its expertise, experience and knowledge of the market, LetmedoIT serves as a master agent for N-able in Europe, helping to open a local office in Utrecht and making presentations for a managed services educational seminar series that was held in seven European cities.

Indeed, for “going the extra mile,” LetmedoIT was named co-winner of the Top Contributor honor in N-able’s 2009 MSP Partner Awards.

N-able’s solutions have allowed LetmedoIT to generate reports to show its customers that their “uptime really was 100 per cent as we promised, performance really is where they want it to be and our guarantees are good,” Daudey says.

“Through our relationship with N-able, we talk a lot about managed services and I am in touch with a few hundred other IT service providers,” Daudey says. “The product is one part but there’s much more value to N-able than just the product itself.”

Next Steps

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