

NETSERVE365 RIDES TECHNOLOGY INNOVATION TO SUCCESS



 **NETSERVE365**

ABOUT NETSERVE 365

NetServe365 offers a fully scalable range of technology services for companies of all sizes, from a small office of five to an enterprise-level corporation with thousands of employees. NetServe365 serves as a technology partner who helps companies to improve the way their business runs, enabling them to become a high-performance decision maker, act before their competitors do and concurrently save money.

Location: Pittsburgh, PA

Website: www.netserve365.com

Challenges

Help midsize businesses understand and realize cost-savings associated with IT services

Solution

Leverage N-able's N-central software to fuel technology innovation and offer more than 300 custom services to midmarket clients

Benefits

- Multiple client touch points to provide high-level service and support
- Fast-growing MSP business with 5,000 customer nodes under management
- Has built more than 300 custom services to remotely monitor every aspect of clients' networks
- Earned the 2009 N-able Innovation Award for exemplary technology-integration and solution-building initiatives

NetServe365 is determined to save its customers money, and a lot of it – up to 70 per cent of their current technology costs, says Justin Cameron, Executive Vice President and Chief Operating Officer for the Pittsburgh, PA-based managed services provider (MSP). NetServe365's unwavering commitment to technology innovation, integration, operational efficiency and customer support make such savings possible.

NetServe365 has developed some 300-plus custom services designed to remotely monitor and scrutinize every aspect of the network from hardware to the application layer. Much of NetServe365's line-up of custom services is built around the N-central® remote monitoring and management platform from N-able Technologies®.

"We work with N-able on upgrades and on development work," says Cameron. "The guidance they've given us on working through some of the more advanced technical scenarios is second to none."

Honored for Innovation Leadership

In fact, N-able officially recognized NetServe365's outstanding technology-integration and solution-building efforts by presenting the company with an Innovation Award at the 2009 N-able Partner Summit.

NetServe365 offers a fully scalable range of technology services for companies of all sizes. "We provide managed services, network operations center services and help desk support," Cameron says. The fast-growing MSP also offers its portfolio of services to about 15 channel partners who want to deliver managed services, but lack the facilities to do so.

"We operate out of three data centers in the Pittsburgh area staffed by 23 engineers providing 24 by 7 by 365 coverage for the 5,000 devices we currently monitor," Cameron says. "Our primary customers, who consist of midsize businesses, understand the cost-savings associated with IT – that's primarily where our toolsets come into play."

Cameron says that NetServe365 replaced the open software solution Nagios with N-central about a year ago because it "brought us a solid platform" upon which to build services, such as its custom-made client portal.

"We picked N-able for the business value they add," Cameron says. "N-central allows us to build custom services, such as the client portal, that differentiate us from our competitors. The return on investment and value proposition are huge."

“N-central allows us to build custom services, such as the client portal, that differentiate us from our competitors. The return on investment and value proposition are huge.”

– Justin Cameron, Executive Vice President and COO, NetServe365

Cameron says that the customer portal is a critical communication tool. “Customers can open service tickets, log into existing tickets and run trending reports, enabling them to not only deal with issues as they occur, but also make better business decisions,” he says.

“N-central is easy for customers to navigate and work with, providing alerts on issues as well as quantitative reports,” he says, adding “we don’t want to become an expense for a customer. We want our customers to be able to quantify the dollars and time we’re spending. We like customers to keep us on our toes.”

Cameron concludes, “our services are based on the premise that IT is 24 by 7, while adding value at a fraction of the current IT spend.”

Next Steps

- Read more case studies about N-able’s MSP Partners
- Start a free trial of N-able’s N-central RMM software
- Contact us to learn more about N-central