

Efficiencies at RIATA Technologies up 400% with N-central

CASE STUDY



"We saw an immediate increase in efficiency when we purchased N-central. We used to spend 64 hours a week managing customers' networks in our network operation center, gathering statistics and generating reports. Now, with N-central, we spend around 16 hours a week on these same activities. As a result, our gross margins have increased and we're providing a higher level of service to our customers."

**Tommy Wald, President & CEO
RIATA Technologies**

Profile

RIATA Technologies is a full-service IT consulting and technology solutions provider based in Austin, Texas. Providing managed services for small-to-medium sized businesses for over a decade, RIATA is well known for their network integration, Internet security and other tier-one solutions.

Situation

RIATA was using a combination of monitoring tools before they found N-central. These tools were working well, but they required manual intervention that slowed down their business offerings and made it tedious to provide full service to all their customers.

Opportunity

To accommodate their customers' needs for proactive monitoring and robust reporting tools, RIATA needed a new solution. "We had been providing managed care for over two and a half years very successfully, but we were selling our services as individual pieces instead of packaged services. We needed a program that delivered a complete solution and provided more services to our customers," said Tommy Wald, President & CEO of RIATA Technologies.



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Fast Facts

- ▶ **Partnership Level:**
Gold
 - ▶ **Location:**
Austin, Texas
 - ▶ **Business Focus:**
IT Consulting
 - ▶ **Target Market:**
SMB
 - ▶ **# Of Employees:**
23
 - ▶ **# Of Clients using N-central:**
27
 - ▶ **Web:**
www.riata-tech.com
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Solution

RIATA embarked on a year long search for a new network monitoring solution. They tried various other offerings, for both small and large companies, but they were either not robust enough or too expensive for a SMB service provider. "N-central provided us with the level of functionality we needed at a price point that made sense. And N-able wasn't just selling N-central as a silver bullet, they were selling it as a point solution that would help us evolve as an MSP," said Wald. N-central provided better reporting functionality, 24x7 notifications and a Web-based dashboard to allow customers visibility into their own network. Best of all, the transition to N-central was seamless for RIATA's existing customers.

Benefit

Immediate ROI was achieved with N-central. Instead of manually running reports and gathering statistics, RIATA used N-central to auto-generate the data. They cut down reactive network management time by 400 per cent and increased efficiencies accordingly. "We're more proactive in a lot of situations where we used to be reactive," said Wald. "We're able to constantly view the network instead of checking once a week for problems. Now viruses or worms are alerted to us before the network has a chance to fail."

Proactive management and error-free networks keep RIATA's customers happy and the success of the N-central solution allows RIATA to focus on providing more services and building new opportunities for revenue.

About N-able:

N-able Technologies™ is a leading provider of service management software that manages information technology and security services from a business perspective. Our product line delivers availability, performance reporting, security event and business service management to multiple customers or locations through a central Web console. N-able's product line is distributed through a global partner network of system integrators, outsourcers and value-added resellers evolving IT services from reactive to proactive to managed.



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