

# UCSS OFFERS IT REGULATORY SOLUTION TO BANKING INDUSTRY



## ABOUT UCSS:

Focusing primarily in the banking and government industries, United Computer Sales and Service (UCSS) provides outsourced solutions in the areas of remote call center support, software and data communications, network design and implementation, disaster recovery, and a host of other professional service offerings.

Location: Cherry Hill, NJ  
Website: [www.ucss.com](http://www.ucss.com)

## Challenges

- Prove to clients the benefits of proactive remote monitoring and management solutions
- Introduce managed services to entire customer base
- Stay abreast of regulatory and compliance issues in banking industry

## Solution:

Provide full-service IT compliance solution to banking institutions of all sizes using N-able's N-central remote monitoring and management platform and N-compass reporting technologies.

## Benefits:

- Increased uptime and service levels for banking clients
- Enable clients to meet bi-annual IT audit requirements
- Steady revenue growth and profits

Among IT solution providers, United Computer Sales & Service (UCSS) commands a unique position. The 27-year old company, which traditionally competed with system integrators for banking industry clients, began partnering with N-able Technologies®, the global leader in remote monitoring and management (RMM) software six years ago. Adding the N-central RMM platform solution to its portfolio has positioned UCSS so they now offer IT compliance services few competitors can match.

"We sell financial compliance to banks," says Kevin Runyon, UCSS President. "Our typical client six years ago was a small bank, but with N-able Technologies we provide not only network performance and monitoring but also a full regulatory solution," he explains. "N-able helped us get into that niche business and succeed."

Although the Cherry Hill, NJ based solution provider doesn't refer to itself as a managed service provider, Runyon says that it readily credits N-able's technology for helping the company customize solutions and services that exactly meet the IT compliance needs of its primary customer base.

We were an early adopter of N-able," he says. "Before N-able, we were a reactive company, waiting for the phone to ring, but N-able's monitoring, management and reporting solutions have made us more proactive and resourceful," says Runyon. "We know where the problems are coming from and can anticipate issues before they occur."

## Expands Services and Market Reach with N-central

In addition to the IT compliance solutions offered to its banking clients, UCSS also provides consulting, business continuity planning and disaster recovery to its entire customer lineup.

With banking customers in particular, uptime and system performance are critical, explains Runyon. "If systems are down, it costs our customers money," he says. "The ability to monitor and measure is critical to our financial clients. N-able is the engine that drives our solutions."

Runyon says that N-able's N-central 7.0 and N-compass 3.0, an advanced IT reporting software, are technologies that are vital to UCSS' ability to deliver a complete package of services to its clients.

"With banks in particular, we're heavily involved in the regulatory side of IT," he says. "Banks are audited twice a year to make sure that the network is performing in terms of monitoring, security, patch management and things of that nature," he explains. "Monitoring, management and reporting are wrapped up in our audit package and N-able plays a huge role in that."

Even though 75 per cent of UCSS' revenue comes from its 120 banking customers, the company also works with about the same number of municipalities and small businesses, such as architects, law firms and medical organizations, Runyon notes.

"With municipal and commercial clients we really have to prove to them the benefits of proactive monitoring and management," he says. "But once they come on board with the service, they love the fact that we know before things break and can proactively alert them before it happens."

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– Kevin Runyon, President,  
United Computer Sales & Service

## More Growth, More Profits, More Business

Central to UCSS customer service is its technical support team, comprised of 16 dedicated engineers, eight of whom work at the company’s help desk operation, while the remainder of its 34 employees are involved in sales and service support.

In fact, the company’s help desk is the fastest growing segment of its business says Runyon.

“We just hired two more people for that group and expect it to keep growing,” he says. “The support center allows us to service our clients remotely and maintain the highest level of resolution. We can easily handle alerts generated by N-able’s software as well as react to issues,” says Runyon.

UCSS expects to grow its revenue by 33 per cent over the next three years, according to Runyon.

“We know that we need to keep our products and services at the forefront of IT compliance because the banking regulations keep changing,” says Runyon. “N-able is going to continue to be the engine that drives us forward and increases our profitability.”

“We feel comfortable that if we get in front of a prospective client we can win the business 90 per cent of the time,” says Runyon. “We’ve spent a lot of time on the technical side getting it right.”

## 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