

VisiCom Increases Contract Revenues by 50% with N-central®

CASE STUDY



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**Patrick Casey,
President and Founder
VisiCom Services, Inc.**

Profile

For over a decade, the VisiCom Services team in Michigan has been providing small and medium-sized companies with trouble-free network computing. VisiCom’s unique focus as a proactive IT service provider has afforded them with an edge over the competition.

Situation

Prior to N-central, VisiCom was conducting preventative maintenance services without the assistance of management software. Lacking the N-central solution they weren’t able to provide 24x7 monitoring, reports or notifications, instead they were restricted to providing reactive services based on events that had happened in the past. This meant less effective use of staff-hours and a limited ability to solve the problems that occurred when a technician wasn’t on site.

Opportunity

VisiCom knew they wanted to extend their preventative maintenance services and that network management software was the best way to achieve this expansion. They evaluated other tools, but established that N-central provided the best blend of services and tools at a price their customers could afford.



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Fast Facts

- ▶ **Partnership Level:**
Gold
 - ▶ **Location:**
Rochester Hills, MI
 - ▶ **Business Focus:**
Network engineering and IT support
 - ▶ **Target Market:**
SMB
 - ▶ **N-central Customers:**
20
 - ▶ **Web:**
www.visicomsvc.com
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Solution

From purchasing the product to offering it to customers, it only took VisiCom a mere few weeks to provide a top-notch service package to their customers. Now with over 20 of their clients reaping the benefits of proactive services management, the objective for 2004 is to migrate all of their customers to the N-central model and continue to build on the 50% increase in contract revenues.

Benefit

"We have customers with mission-critical networks," said Patrick Casey, President and Founder of VisiCom. "So they can't afford to go down and have 50 people doing nothing. The services we built around N-central allow us to provide customers with a professional, cost-effective solution at less than half the cost of hiring someone internally to run their network. This allows us to keep constant watch over their network, even if when we are not on-site," said Casey.

VisiCom's customers quickly realized the knowledge they could gain with network monitoring. One of VisiCom's customers' Internet access went down due to a problem at their Internet Service Provider. Because VisiCom had insight into all the customers who shared that same ISP, they could alert them all about what was going on and how they could prepare.

As a result of N-central, VisiCom has strengthened customer relationships and positioned themselves as a crucial component to the success of their clients.

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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