

Xantrion is "N-abled" to Increase Profits and Improve Customer Satisfaction

CASE STUDY



XANTRION
MAKES THE PROMISE OF TECHNOLOGY A REALITY

About Xantrion

Computer consulting firm whose responsive, pro-active, reliable solutions let growing businesses do more with fewer resources and compete with larger organizations

Location: Oakland, CA

Website: www.xantrion.com

Challenges

Customers required increasing network services and support

Needed a flexible remote monitoring and management platform to support best-of-breed integration

Solution

N-central, the leading remote monitoring and management (RMM) platform deployed globally by managed service providers (MSPs)

N-able's Managed Security Solution, delivers tailor made services for the RMM of IT environments from a security perspective

N-able's Managed Applications, provides services and RMM software to proactively manage mission critical applications

N-able's Managed Desktop, RMM software for desktop environments

N-able's Managed Network, RMM software for network environments

Benefits Realized

Fewer incidents leading to greater customer satisfaction

Lowered costs resulting in increased profits

Gained a competitive edge with improved and more proactive customer service

Company's growth lead to upgrading their program investment with N-able

On Saturday February 4, 2006 Rob Sterbutzel, Senior Consultant at Xantrion, received SMS messages from Xantrion's N-central monitoring system indicating a problem with the RAID array on the main mail server for a mid-sized San Francisco-based Investment Banking firm. According to Rob, "These folks are the most demanding we have ever worked with. With over 50,000 dollars an hour going over the trading floor, downtime in any system even for a short time is exceptionally costly."

Not wanting the kind of attention you get when systems go down, they have used the N-central® system to monitor every aspect of their network, including internet latency, public server availability, server hardware health, drive space and a multitude of other critical variables.

"Replacing the one failed drive was nothing – but had we not been alerted to the situation and had a second drive go, we would have been up a creek." It was a persistent inability to keep the mail system up, Rob noted wryly, that had led to the dismissal of the IT team before him.

Fewer Incidents, Lower Costs, Higher Customer Satisfaction

Tom Snyder, COO of Xantrion, notes that this was not the first time their investment in N-central had paid off: "We service our customers based on fixed price monthly contracts, if systems go down they are repaired on our dime – not to mention the loss in good will. A couple months ago we had a situation where we would have lost an entire server room, with 6 servers, when the air-cooling system failed on a Friday night. N-central alerted us to the rising temperatures and we were able to prevent any downtime. Had we not had monitoring in place we would have had a very ugly Monday morning. We've also had three occasions where we avoided downtime on Exchange Servers when we were alerted to impending mail database size limits, and countless times where N-able has prevented downtime by alerting us to a system drive that was about to run out of room."

Xantrion researched several monitoring systems before adopting N-central in early 2005. They found that the cost, feature set and integration with other value added services made N-able the clear vendor of choice. Since then, they have also been impressed by the responsiveness and technical abilities of the N-able support team as well, "Monitoring is not trivial, and anyone who tells you that you are going to install a system and be up the next day is not representing the work realistically. But the N-able team really knows their stuff".

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– Tom Snyder, COO, Xantrion

 **N-able**
MONITOR • MANAGE • OPTIMIZE®

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Increasing Profits, More Competitive Wins

According to Anne Bisagno, CEO of Xantrion, N-central not only saves them money, but is a tremendous aid to selling, "We've actually been able to raise our prices because we can prove what our server uptime is – I walk in to a customer with data, and the competition walks in with promises – I charge more and still win the business"

As a result of the company's growth and their continued satisfaction with N-central, Xantrion recently upgraded its program investment with N-able to address its growing customer base.

About N-able Technologies

Founded in March 2000, N-able Technologies is the market leader in transforming service organizations into managed service providers (MSPs). N-able's combination of products, people and processes help service providers, OEMs, resellers, VARs, Telcos and ISPs develop, sell and deliver highly profitable managed services to the small- and medium-sized business (SMB) and mid-enterprise markets. N-able's product line provides complete solutions to monitor, manage and optimize information technology and security from a business perspective to evolve IT services from reactive to proactive to managed.



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