



Resilient Business Systems

Case Study



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Resilient Business Systems

Resilient Business Systems is one of the UK's leading and most experienced managed technology services providers, with their IT knowledge honed through many years of successful operation. They deliver IT solutions for multiple sectors across the UK, and take pride in offering professional services while providing a personal human touch. The team at Resilient Business Systems constantly and proactively looks to help clients by being inquisitive about their businesses and actively suggesting new products, applications, and training to save customers time, money, and resources. The professionalism combined with personal attention and adaptability to customers' needs were the main drivers behind their company growth, even during the challenging times of the 2020 pandemic.

“The coronavirus pandemic has been a very testing time, but we managed to gain and grow through that time, adding customers. Using N-able Take Control has probably been the central thing that allowed me to provide my customers with that confidence, that natural peace of mind that we are able to remotely connect to their machines, no matter where they are.”

-Andrew Read, Owner, Managing Director of Resilient Business Systems

“Some customers found that their existing IT providers were not athletic enough or proactive, were not as quickly reacting, so for that reason they decided to come to Resilient,” Read said.

The Challenge

Resilient Business Systems, which began as a family business, has been in operation for more than 15 years. From day one, they differentiated themselves through a unique approach to IT, oriented toward end users' needs, by removing the barriers and making IT work for the end user. The company built a forward-thinking culture by listening to end users and finding solutions for their needs while embracing new technologies and methods to make their work more efficient.

Going way back in the early days, Resilient used a few different solutions to remotely connect to customers' computers, as none would work seamlessly with all operating systems. For a very grounded and streamlined company, it became apparent that using Splashtop® for Windows® PCs along with different VNC products for Linux® machines and Mac® confused the team. Andrew went to the marketplace to look for a solution able to provide remote support to nearly any platform.

The Solution

Andrew first stumbled upon BeAnywhere, soon to become N-able™ Take Control, and found it had all the features he was looking for. Moreover, Resilient Business Systems had already been using the N-able N-central® network monitoring platform and MSP Manager for several years, and the addition of Take Control was an obvious choice for them. “N-able brought it all into the family. It was another tick in the box for Take Control, and we used it from day one,” Read commented.

It gave them the ability to offer instant IT support to clients, no matter the company’s size—whether from N-central or the stand-alone Take Control application on the technician’s PC.

“The fact that it connected to the plethora of machines that we used and allowed integration into Mac, Windows, and Linux was a huge benefit for us. Also, the fact that we can instantly connect within seconds and have full visibility into what the user is doing is vital for our customers and puts their mind at ease. Regardless of whether they are in the office, at home, or using hotspots on their phone, Take Control connected seamlessly. There was no delay and no lag, and it was fairly wonderful in terms of how it was making the multiple sessions for the customer,” said Read.

For several clients under management via N-central, the team at Resilient uses the ability to launch Take Control directly from the remote monitoring platform, with one-click access to any endpoint under management in a few seconds.

For smaller customers with only a few PCs, Take Control Plus enables the team to get the job done quickly and easily, while simultaneously connecting to devices typically in seconds.

Benefits

When the pandemic hit, it was even more vital that Take Control was there for Resilient because end users were operating their work computers in home environments. This brought new challenges for many end users, such as connecting to VPNs, and the team at Resilient experienced an uptick in remotely connecting to end user machines to give them comfort and help. It became a huge benefit to be there for them all the time without the social interaction. “At the end of the day, the customer cares about getting support, and this is why they like us,” said Read.

Resilient Business Systems and its customers share the benefits of the N-able Take Control solution:

- Enhanced productivity because of the capacity to remotely control multiple machines
- The ability to provide instant support in times of crisis
- Increased satisfaction and trust



“The price point of Take Control as opposed to the fact that we are growing and the ability to maintain all the things that are so dear to me . . . it's been invaluable.”

Result

“I am just embracing all the products from N-able because without them, I don't believe I would be where I am today—able to offer the functionality that I give to my customers.”

Andrew Read, Owner, Managing Director of Resilient Business Systems.

About N-able

N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale.

n-able.com

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