



InfraNet Solutions

Case Study

InfraNet Solutions

InfraNet Solutions has offered managed IT and professional services since 1998, providing a wide range of IT solutions such as VoIP, virtualization, cloud, virtual IT, and outsourced IT for business challenges of all sizes.

“N-able Passportal will make peace of mind easy to achieve. The weak link of passwords is no longer an obstacle to be reckoned with—our clients now have a safe haven, time savings, comfort; and information has never been as quick and easy to consistently retrieve and audit.”

-Marynel Wahl, COO

The Challenge

InfraNet Solutions has been in business for 21 years and began as a break/fix IT services company. Recognizing the need for a more proactive way of managing IT environments, they migrated to a managed security services model.

Managing passwords and credentials was troublesome; users relied on very simplistic passwords and employed scattered, often ineffective methods for storing them. “Passwords are the gateway to everything, and a threat actor’s dream,” said Marynel Wahl, chief operating officer. InfraNet deployed many security solutions for clients, yet struggled to properly secure the privileged credentials for accessing, configuring, and managing those systems.

The Solution

Because it was time-consuming to securely and efficiently manage unique, strong passwords and privileged client knowledge for multiple customer environments across a team of technicians, InfraNet started to use N-able™ Passportal™ in 2016 to help.

They chose Passportal over other options because it was tailored for the operations of an MSP, allowing them to create and manage multiple tenant accounts and credentials for each customer. InfraNet aimed to help customers implement strong password policies and reduce security risks.

By adopting a password management system, and then also reselling it as a service, InfraNet was in a much better position to offer customers the security and authentication tools they need. “Users have embraced the ease of use and the ability to help themselves by fixing the pesky problem of their own password management,” said Marynel Wahl.

It also offered the MSP an opportunity to start security conversations with customers and educate them on risks and ultimate effects of data breaches caused by poor passwords.

Passportal also served as a great tool for reporting on compliance, which is particularly important in highly regulated industries. InfraNet had the opportunity to leverage Passportal to demonstrate the value they deliver to clients with reports that show passwords are complex, have been changed in the previous 90 days or sooner, and are unique to each account.

Finally, having a centralized, cloud-based platform where passwords are stored, easily searchable, and changed and configured automatically provided technicians significant time savings, allowing them to effectively support more clients.

BENEFITS AT A GLANCE

InfraNet and its customers share the benefits of N-able Passportal:

- Ease of use, both for personal and corporate accounts
- Multitenancy, or the ability to separately store the passwords and data of each customer
- Data encryption
- Password generation
- Password change automation
- Multifactor authentication
- Granular access
- Prebuilt reports
- Integrations and APIs
- Time savings
- Ability to educate SMBs on security risks
- Branding

Result

“Our managed services clients are thrilled with their branded [password] portal for all to use, both for corporate and personal purposes. Any channel member should have this in their portfolio, even just as the first line of defense and keeping front and center with your trusted clients,” concluded Marynel Wahl, chief operating officer at InfraNet Solutions.



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.

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