AttentiveIT

Case Study
The challenge

As a small, two-person shop, AttentiveIT needed to find an RMM solution that made it easy to get started and support a large user base with a small team. When shopping for vendors, they found most solutions required significant time to implement.

When they first tried the N-able™ RMM solution, they discovered it was easy to set up. James Paventi, IT director for AttentiveIT, said, “It was very much a ‘one click and it works’ situation.” This was ideal for a small team.

As the IT field changed, networks grew more complex, and businesses demanded more from their MSPs. AttentiveIT expanded the services they used to include professional services automation, patch, and web monitoring.

When the NetPath™ feature was first made available in N-able RMM, they jumped at the opportunity to use it. They wondered if the new feature would help them solve problems faster like other N-able products. In other words, would NetPath live up to the hype?
Benefits at a glance

NetPath was designed to provide numerous benefits, including these that AttentiveIT highlighted:

• Easy deployment and implementation
• Access to historical data and graphs to view trends
• Automated diagnosis of network issues
• Faster problem-resolution times

The solution

AttentiveIT places a premium on automation and efficiency. Implementing a feature shouldn’t take weeks and seeing value from it shouldn’t either. They quickly found out that deploying NetPath was as easy as their initial setup of N-able RMM. James said, “It was so easy to deploy, we didn’t even have to think about it.”

Designed to provide visibility across a complete network, NetPath was built to help technology professionals view and diagnose issues for on-premises, cloud, and hybrid services. Often, when users face connectivity issues with cloud services, IT providers have few answers. NetPath was designed to help change this. As James puts it, “It allows us to automate our diagnosis and support our help desk by letting them know everything going on. When customers think something is broken, we can show them what’s causing the issue in a lot of detail, providing a first-rate level of support for them.”

In fact, James recalled an experience he had before using NetPath:

“Not long ago, one of our customers faced an issue with a critical online business application. After spending hours researching the problem using tools like traceroute, we eventually discovered it was a peering issue at the data center. If we had NetPath at the time, we could have just quickly shown the customer a few graphs.”

When asked what he found to be the most valuable benefit, James mentioned the historical graphs and data allow him to discover issues across his user base before some customers even notice. For example, if one client experiences slowdowns in a business-critical application, he can proactively alert other customers using the same application before they even notice. This value-add lets them continue providing quality service to their clients.
The result

“Each issue used to take approximately 30 minutes to solve. Now, with NetPath, it takes seconds. And we have historical and graphical data to support us when showing issues to the customer,” said James. “N-able makes us look good!”

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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