DANET TECHNOLOGY PERFECTS RMM AUTOMATION WITH N-ABLE BY SOLARWINDS

WHY N-ABLE?

- Achieving higher growth and increased efficiency with automation
- Effective out-of-the box support
- Intuitive and easy to use
- Blueprint for Success facilitates better managed services practice
- Improved monitoring, response rates and productivity
- Superior business and technical support

Previous RMM Platforms: GFI MAX and Kaseya

Number of Licenses: 1,000

Business Focus: Serves SMBs in accounting, building, legal, medical, and real estate industries and non-profits throughout Sydney.

Website: http://www.danet.com.au

In 2004, Daniel Butt made an early entrance into the emerging managed services market when he founded Danet Technology, a solutions provider focused on serving the IT needs of small-and midsize-sized businesses (SMB) throughout Sydney, Australia. With a customer-centric approach to service delivery, Danet Technology quickly secured clients in accounting, building, legal, medical and real estate industries, as well as a handful of nonprofits.

Over the past 11 years, Danet Technology has evolved from a one-man business operating from a modest space in Edgecliff to a seven-person firm based in Bondi Junction, and has just recently opened its second office.

"Since day one, we have been very service oriented – a commitment that requires best-of-breed automation and highly effective remote monitoring and management (RMM)," says Daniel. "As our offerings and client base scaled, we found our initial RMM solution to be prohibitive both in its cost and ability to be customized."

In response, Danet Technology switched over to a new RMM platform. But just two years after implementation, Daniel found his firm facing a different set of challenges. While the new software was an improvement, it was also highly complex and offered minimal out of the box monitoring and support.

"There was a huge learning curve and the level of technical support that a firm our size needed simply was not there," recalls Daniel, who was forced to dedicate a full-time engineer to the task of programming the RMM software. "Well into our deployment, we were still not comfortable that we were effectively monitoring our clients' hardware as well as we could."

REFUSING TO SETTLE FUELS EFFICIENCIES AND GROWTH

The third time proved to be a charm when Daniel opted to make another change, choosing N-able by SolarWinds, the IT channel's #1 RMM and managed service provider (MSP) automation solution. Daniel touts N-central® software's ability to centralize operations and provide a much better overview of client networks and issues. In addition, he finds the N-central solution much easier to use. Danet Technology now needs fewer resources while providing better monitoring coverage and response times to customers.

"We went from delivering services reactively to delivering those same services proactively with N-central," says Daniel. "I'd been running my business under the assumption that business support wasn't necessary from my RMM provider. But after gaining access to N-able's Blueprint for Success program, our entire organization has found the partnership extremely valuable in helping perfect our service delivery and grow our MSP business."

The N-central software is integrated with Danet Technology's ConnectWise® Professional Services Automation solution, which has helped streamline support and improve customer service. Recently, when a Dell® server's hard disk failed on a client site, an alert was triggered and Danet Technology was notified in minutes of the failure. Within 24 hours, Danet Technology was able to get a Dell technician on-site to replace the device – a process that could have taken weeks under the twice monthly scans conducted by the previous solutions.

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>
> *– Daniel Butt, Owner & Managing Director, Danet Technology*

Danet Technology has also optimized service management and delivery using N-central, rolling out superior support services as part of its Proactive Maintenance Plans with clients. The firm makes use of a number of N-able offerings, including Security Manager AV Defender, Patch Manager and Storage Manager – StorageCraft®, to provide a full complement of services. Now, Daniel says, Danet Technology has the capability to seamlessly accommodate future scale in client networks – a task not made easy with previous providers.

"In the past, for example, we were unable to account for all machines as new devices were added by clients ad hoc," recalls Daniel. "Using N-able, we can allow auto adding of machines and we know when those new devices are online, so we can instantly adjust monthly billing and reporting."

Patch management is also much more streamlined now, operating in the background – smoothly and effectively, Daniel says. With N-able Report Manager, Danet Technology creates weekly health reports for clients to review uptime, utilization and device management metrics.

A PARTNERSHIP FOR SUCCESS

With a stronger RMM foundation, Danet Technology's business is taking off in new directions. In 2013, the firm broke into cloud services with a hosted Citrix® environment and data center, allowing clients to buy into elastic, subscription-based cloud services. Everything is coming together quite well, Daniel says, and Danet Technology is experiencing high growth and increased operational efficiency across the board.

After past implementations with other RMM solutions, Daniel has found clear value and true partnership with N-able, and a shared interest in seeing his business succeed. "I had to go through the process and experience of using other RMM solutions to fully realize the benefits of N-able," he says. "If you are using one of their competitors, N-able is well worth a look."

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