

NETSURIT MOVES 12,000 DEVICES TO N-ABLE

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OUTSOURCED IT MANAGEMENT

Listed as one of the Global Top 100 managed service providers (MSPs) by MSP Mentor for three years running, Netsurit has experienced exceptional growth since its founding 15 years ago. With 150 employees and more than 160 clients across South Africa, the MSP uses remote monitoring and management (RMM) technology to make its business thrive.

Initially, the firm made use of an RMM solution offered by a well-known provider. "It started out great, but when they implemented a major upgrade, the new release no longer met our needs," says Louwki Coetsee, support manager for Netsurit.

Ready for a change, Netsurit next moved to another major provider's RMM platform, but the MSP eventually found that the vendor didn't deliver on its promises, and had a "my way or the highway" approach to business. The last straw came when a major upgrade fell far below the MSP's expectations. A change was needed and the right choice would ultimately be teaming with N-able by SolarWinds®, the global RMM leader.

Working Together to Get It Done

From the beginning, Netsurit embraced N-able's N-central®, the IT channel's #1 RMM and MSP service automation platform, working to quickly transition all of its customers to the new environment. Coetsee and his team moved more than 12,000 devices to N-central in six months' time -- an impressive effort that earned the firm global recognition as "MSP of the Year" at N-able's 2012 Montreal Partner Summit.

From day one, Coetsee says that N-able has always been willing to listen, giving the MSP the tools, attention and services required for optimal success. "One of our first requests was that N-able create an integration with Marval's professional services automation (PSA) software, which serves as our core logging system," says Coetsee. "They did that as promised, which got our relationship off to a great start."

With visibility into Marval from the N-central dashboard, Netsurit technicians are able to see all client issues from a single, centralized location. When alerts come in, the team is quickly notified and able to work proactively toward a resolution.

WHY N-ABLE?

- They Listen
- They Deliver on Their Promises
- Immediately Responded to Need for PSA Integration with Marval
- Single Pane of Glass RMM-PSA Solution
- Great ROI with Mobile Manager Mobile Device Management Solution
- Excellent Reporting

NUMBER OF DEVICES: 12,000

BUSINESS FOCUS: MANAGED SERVICES FOR MEDIUM TO LARGE ENTERPRISES ACROSS SOUTH AFRICA

Website: <http://www.netsurit.com>

"It all comes down to a better customer focus. Our requests don't fall on deaf ears. They really listen at N-able and work with us to make it happen."

— Louwki Coetsee, Support Manager, Netsurit

"That's why customers are paying us -- to pick up on issues before they have an impact," says Coetsee, who calls the Marval integration with N-able "ten times better than its previous RMM provider's."

Mobile Device Management (MDM) Uncovers a Growing Opportunity

Netsurit recently put an N-able-powered MDM program in place for a customer with 600 new iPads used as public-facing devices in the field. After a four-to-five month pilot program with N-able's Mobile Manager, the deployment went live in early 2013 and the MSP now monitors, manages and locks down the iPads as needed.

"Mobile Manager hits our client sweet spot -- the cost and return on investment are very good," says Coetsee.

The MSP has set ambitious targets for revenue and profit growth for the year ahead and is working on some exciting deals, Coetsee says. "We're expecting to expand in Durban, Cape Town and Johannesburg. We're simply growing at a phenomenal rate," he adds.

While the Netsurit team likes the product roadmap it sees with N-central, Coetsee says it's the relationship with N-able that makes the most difference for the MSP. "It all comes down to a better customer focus. Our requests don't fall on deaf ears. They really listen at N-able and work with us to make it happen," he says.

 **N-able**
by solarwinds 

www.n-able.com | info@n-able.com

10 REASONS MORE MSPs ARE PARTNERING WITH N-ABLE

N-ABLE IS THE IT CHANNEL'S LEADING MANAGED SERVICES INNOVATOR and the only IT service automation provider offering a proven remote monitoring and management (RMM) solution that is backed by business enablement services, sales and marketing support built specifically for use by IT channel partners.

But don't take our word for it. Check out this "Top 10" list derived from the more than 2,700 managed service providers (MSPs) and 100,000 small to midsize businesses (SMBs) worldwide that rely on our industry-leading N-central® software platform.

Why Do Business with N-able?

1 Rated the IT channel's #1 RMM and MSP service automation platform and most innovative software in its class year-over-year. N-central offers comprehensive RMM of virtual and physical networks; systems, workstations, servers and mobile devices; security; backup; warranty expirations; assets and licenses; passwords; GPO; and more.

3 MSP-approved best practices for achieving 100% IT coverage for break-fix, reactive, proactive and managed customers.

5 Offers the only MSP automation platform with a "drag & drop" automation engine that saves MSPs time and costs, empowers MSPs to easily scale their businesses, and ensures standardization.

7 Supports a comprehensive suite of integrated tools – specifically designed for MSPs. From backup and disaster recovery (BDR) and security, to mobile device management, patch management, auditing, Netflow, ticketing, GPO and policy tools, N-able has teamed with the industry's best to deliver an easy-to-manage and customizable solution.

2 Unmatched business, sales and technical support: Dedicated partner development specialists, an industry-renowned "Blueprint for Success" program, best-in-class MSP Runbooks and a unique MSP Playbook that provides step-by-step business guidelines, best practices and technology roadmaps.

4 N-central enables remote control of any device, anywhere – at any time! Featuring Remote Control Manager, the MSP industry's first centralized approach to remote device control, management and remediation.

6 Delivers a powerful "single pane of glass" Security Manager | AV Defender offering that is fully integrated into the N-central platform for ease of use and proactive management of client servers, desktops and mobile devices.

8 Best-in-class, white-labeled business reporting tool for technical and executive-level audiences. Report Manager helps MSPs identify opportunities to upsell managed services and win more IT projects.

FACTS:

- #1 rated, award-winning MSP platform
- Channel-only RMM and IT automation software provider
- Unrivalled business, sales and technical support
- Dedicated to quality, innovation and a superior partner / customer experience
- Used by more than 2,700 MSPs worldwide
- 100,000 SMBs and two million devices under management

9 Provides MSPs the choice and flexibility of deploying an on-premise or hosted solution that is fully equipped, reliable and tech-friendly.

10 100% channel friendly: N-able doesn't compete with its partners for services or sales revenue.

For more information visit
www.n-able.com or
contact N-able at (877) 655-4689.

AWARDS:



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