

Computer Gallery Adopts N-central and Sees Immediate Success!

CASE STUDY



Profile

For more than a decade, Computer Gallery has been providing systems management services for small- and medium-sized businesses in the Palm Springs, CA area. As networks get more complex, most small businesses aren't equipped to deal with their own ever-increasing IT needs. Computer Gallery can offer services to operate as an entire outsourced IT department.

Situation

Before purchasing N-central, Computer Gallery managed network devices for a set monthly fee. They provided excellent reactive service but didn't have the sophisticated tools for visibility into a network. This meant they could only fix isolated issues as they occurred, instead of maintaining an issue-free network. To provide the proactive network services that their customers demanded, Computer Gallery needed to constantly monitor the status of an entire network and fix problems before they could occur.



"The value of our relationship with N-able has been incredible. With N-central, we're not selling a product; we're selling a practice. That has been invaluable for us. We're able to differentiate our service and take to market a business offering that helps us win more customers."

**Joe Popper, Owner
Computer Gallery**

Opportunity

Computer Gallery needed to provide managed services. Owner, Joe Popper consulted the True Profit Group to recommend the best technical solution. True Profit Group conducted an exhaustive analysis of all the managed service offerings available and strongly advised that they purchase N-central to get the "best bang for the buck".



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Fast Facts

- ▶ **Partnership Level:**
Gold
 - ▶ **Location:**
Palm Springs, CA
 - ▶ **Business Focus/Target Market:**
IT Departments of Small- and Medium-sized Business (SMB)
 - ▶ **Time to install N-able and deliver first monitor contract:**
6 weeks
 - ▶ **# Of Employees:**
10
 - ▶ **# Of Clients using N-central:**
9
 - ▶ **Web:**
www.computer-gallery.com
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Solution

N-central provides Computer Gallery with the ability to provide remote, proactive management services and is compatible with all major network service applications. Using N-central for network monitoring, Computer Gallery can charge clients for remote monitoring and then customize additional services as needed. Their customers save money on emergency IT calls and Computer Gallery increases revenue options, service quality and reliability.

Benefit

Computer Gallery installed N-central quickly and started selling the services to clients immediately. "Within a month, we were able to validate the solution as a revenue generating tool," said Popper. One of their first successes was with a performing arts theatre. Their ticketing system had failed on a Saturday, but Computer Gallery was alerted and fixed the problem remotely, without their customer ever having to worry. "Had we not fixed the problem, ticket sales for a Sunday Tom Jones concert could have been severely impacted". Without N-central, it could have been a big revenue loss for the client – but Computer Gallery corrected the problem before it became an issue and before the customer knew it.

About N-able:

N-able Technologies™ is a leading provider of service management software that manages information technology and security services from a business perspective. Our product line delivers availability, performance reporting, security event and business service management to multiple customers or locations through a central Web console. N-able's product line is distributed through a global partner network of system integrators, outsourcers and value-added resellers evolving IT services from reactive to proactive to managed.



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