

Network Support and Security Provider Offers Proactive Managed Services with N-able's Velocity System™

CASE STUDY



About ControlCircle

High-availability managed service provider providing end-to-end network support and enterprise-level network security services to the financial, legal, internet and online business sectors

Location: London, England

Website: www.controlcircle.com

Challenges

Needed a platform that allowed for remote monitoring and management of multiple customers

Wanted to “work smarter” by automating manual tasks

Needed a flexible platform to support best-of-breed integration

Wanted to reduce monitoring costs and increase response options

Solution

N-able Technologies® Velocity System

Benefits Realized

Improved, more proactive customer service

More granular alert information is now available

Staff can accurately monitor multiple customer sites

Customers have gained visibility into their network operations

As a managed services provider offering 24x7 network security and support to some of the UK's largest online companies and divisions of major financial firms, ControlCircle needs to know what is happening at its customer sites at all times. But knowing the status of a customer's network and being able to react to it can be two very different things.

“A lot of our competitors provide reporting services that alert customers whenever an IT problem arises,” explains Simon Hancock, Finance Director at ControlCircle. “But the type of customers we serve require more proactive management. It's not enough to simply tell them that something's broken – we need to fix it before it starts costing them money.”

From the beginning, ControlCircle's business model was to manage all mission-critical infrastructures including LANs, SANs and security servers on behalf of customers. The company realized early on that it would need to provide an alerting and actioning service to identify and repair problems as quickly as possible.

“In speaking with customers and prospects, we learned that companies were prepared to pay for a premium monitoring service, says Hancock. “They didn't want to wait for a key system to break before tackling the problem.”

Searching for a Complete Solution

To create an internal system for remotely monitoring and managing customer IT infrastructures, ControlCircle had clear objectives. The company wanted to create a monitoring tool that could receive alerts from remote network locations in a secure fashion and make reports available to individual customers through a Web portal. ControlCircle also wanted the ability to “dig deep” into customer networks to identify problems at the most granular level possible.

“We looked at a number of point solutions, but none encompassed everything we were looking for, recalls Hancock. “Some products were designed only to be used in one network and didn't allow for remote monitoring. Others didn't provide much information beyond ‘the server isn't working’, making it difficult to quickly diagnose the nature of a problem.”

ControlCircle shortlisted and then selected the Velocity System™ from N-able Technologies for its more holistic approach to managed network services delivery.

“The N-able platform gave more detailed network information than other solutions we looked at, and its reports were the most clear and well-formatted,” says Hancock. “Instead of getting a report saying the server is down, N-able's solution tells us that this particular fan in this part of the server is what's causing the problem.”

“The N-able platform has enhanced our managed service offering because we can give customers visibility into their network operations. Customers now know and understand the work we're doing for them, and can see the results of their investment in our services.”

– Simon Hancock, Finance Director, ControlCircle

ControlCircle implemented the Velocity System with the help of Computerlinks UK, N-able's distributor in the United Kingdom. Now, ControlCircle can monitor all customers remotely, and provide each customer with personal access to their company's reports via a web portal.

Visible, Proactive Managed Services

"The N-able platform has enhanced our managed service offering because we can give customers visibility into their network operations," says Hancock. "Customers now know and understand the work we're doing for them, and can see the results of their investment in our services."

ControlCircle is also able to react more quickly to problems at customer sites – sometimes even before the customer knows that there is an issue. "If the N-able system reports an alert, we ensure that it's dealt with within 15 minutes by a qualified engineer," Hancock explains. "If a server fan breaks in the middle of the night, for example, we can call the supplier and have replacement equipment on-site in the morning for replacement. By the time the customer comes into the office, the problem's already been solved."

A Winning Partnership

The managed services ControlCircle is able to provide with the N-able platform have helped to win new customers and keep existing customers on board. Currently generating over £2 million per year of managed service revenues, ControlCircle has joined N-able's Million Dollar Club — a group of N-able customers who have successfully transformed their business models and command more than one million dollars in high-value, annuity-based managed services sales.

"We're able to provide a complete managed service offering thanks to the N-able platform," Hancock adds. "The solution has allowed us to grow and it's grown along with us as well. N-able is the only vendor we've found that truly understands managed services for the SME and SMB marketplace, and their product reflects that knowledge."

About N-able Technologies®

Founded in March 2000, N-able Technologies is the market leader in delivering technology and training that transforms service organizations into managed service providers (MSPs). N-able's combination of products, people and processes help service providers develop, sell and deliver highly profitable managed services to the small- and medium-sized business (SMB) market. N-able provides complete solutions to monitor, manage and optimize information technology and security from a business perspective, deliver business-value reports and drive effective and efficient service delivery.



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