

# Winning Big with Managed Services

## A Record Year for Massachusetts-Based Service Provider

### CASE STUDY



#### About Wave Technologies

Wave Technologies is a full-service IT consulting company offering a full range of services, including project management, managed services, networking, backup, VoIP and mobiles. Wave offers service contracts which can be customized to ensure customers receive all of the support and services their company needs.

**Location:** Quincy, MA

**Website:** [www.wavetx.com](http://www.wavetx.com)

#### Challenges

Break/fix model affected service levels

Inefficient use of technicians

Difficult to attract new business

Lack of monitoring led to numerous off-hours emergency issues

#### Solution

N-central OnDemand from N-able Technologies

#### Benefits Realized

Record growth: annual sales on track to double

Now delivers an unmatched level of service

Offers much more timely response to customer issues

Enjoys significantly higher end-user satisfaction

Maximizes technician productivity – 50% increase

In the early days, Wave Technologies followed the normal break/fix model of many value-added resellers – they waited for the customer to call with a problem and then they'd go fix it. Today, the Quincy, MA-based IT service provider is winning big by offering a much more proactive approach to servicing its customers and delivering advanced IT services.

The switch happened in the latter half of 2007 and, according to Wave Technologies Founder and President Jerry O'Dwyer, the company hasn't stopped growing since and is primed to double its sales in 2008. "Our mission is to deliver superior quality and exceptional customer service, as well as state-of-the-art technology and services to our customers 24 hours a day, seven days a week," says O'Dwyer. "Our move to a managed services delivery model not only enables us to provide an unparalleled level of service and support to our customers, but also serves as a powerful growth catalyst for our business and has resulted in a record year."

With extensive IT services experience, Wave's move to managed services and decision to use N-able's hosted N-central OnDemand™ remote monitoring and management software came easily. In October 2007, Wave hit the ground running, introducing three new customer care programs including its Wave Watch Solution – which provides a central view of the availability of the customer network, monitoring device connectivity and network service availability – as well as Wave Care and Wave Assist.

#### N-able software rated #1

"The power of N-able's N-central software allows us to be more proactive with our customer service by detecting and resolving issues before the customer even knows there is a problem," says Joe Giggey, Business Development and Consulting Services Manager at Wave. "What's been really great about N-able is its product does what it's advertised to do. Shortly after we made the decision to go with N-able, CRN ranked N-central as the best managed services software on the market, which means a lot to our customers and gives them a greater sense of security and reliability."

One of Wave's many customer successes is showcased by South Shore Mental Health, a non-profit comprehensive behavioral healthcare organization, also based in Quincy. "Wave Technologies' managed services and remote support offerings provide us with a more timely response, which results in higher productivity all around," says Stephen Wojcik, Chief Financial Officer for South Shore Mental Health. "We also receive better service and significantly higher end-user satisfaction for a lower cost."

*"With N-central, we've been able to identify IT issues before the clinics even open for the day. Being able to remotely resolve IT issues and proactively manage our customer's infrastructure has helped us to maximize uptime and improve business productivity without adding unnecessary costs."*

**– Joe Giggey, Business Development and Consulting Services Manager, Wave Technologies**



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*“The N-able platform is a win for customers and for us. With it, we rise way above the average players.”*

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## Keeping customers’ networks up and running

“With N-central, we’ve been able to identify IT issues before the clinics even open for the day,” says Giggey. “Being able to remotely resolve IT issues and proactively manage our customer’s infrastructure has helped us to maximize uptime and improve business productivity without adding unnecessary costs.”

Wave also uses N-central OnDemand to maximize the time its techs spend in the office. “Today, we have our techs working in the office to stage, test and burn new equipment and then move it to the customer site,” says Giggey, adding that techs now spend only 15 hours in the field per week compared to the previous 30. “Before, it took us twice as long to do a simple install of a machine and our techs were always in the field putting out fires or chasing down a break/fix call.

In addition, the system notifies Wave’s engineers via a mobile text message to allow them to proactively manage their schedules, Giggey adds. “The N-able platform is a win for customers and for us. With it, we rise way above the average players.”

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## About N-able Technologies

N-able Technologies is the preferred global supplier of remote monitoring and management technology and specialized business support services for managed service providers. N-able's proven platforms offer the right combination of technology, people and processes, which help IT service providers to deliver highly profitable managed services to small and medium-sized businesses. N-able maintains operations in North America, the U.K., Asia-Pacific and Australia.



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