



GCI: ON THE FAST TRACK TO SUCCESS WITH N-ABLE

ABOUT:

IT and telecommunications provider with thriving managed services practice supporting small-to-midsize business customers and larger enterprises in the U.K.

Location: Lincoln, East Midlands region, U.K.

Website: www.gcicom.net

CHALLENGES:

- Managed services practice had outgrown its previous RMM solution.
- Fast-growing MSP needed to become more proactive, and spend less time troubleshooting.
- Reduce labor time surrounding professional services automation.
- Increase efficiency to improve business operations.

SOLUTION:

N-central®, the IT channel's #1 RMM and MSP service automation platform, along with Remote Control Manager, Security Manager – AV Defender, Report Manager, Patch Manager and other N-able tools.

BENEFITS:

- More client work is performed remotely.
- Time-saving reporting, help desk, security, deployment and configuration services.
- Autotask integration for streamlined PSA operations.
- More efficient MSP practice.
- Consistent growth even in a challenging economy.
- Valuable relationship that drives business growth.

GCI has experienced consistent growth even in a challenging economy. This successful growth has been attained by focusing its managed services practice on helping organizations optimize IT operations to make the most of their IT spend.

“We can build the whole IT infrastructure for a business or we can support and maintain that infrastructure with remote system monitoring, onsite IT support, telephone support, dial-in access and tailored support contracts,” says Chris Tate, Director of Product Strategy at GCI. “Our services are flexible and our customer support – both onsite and remote – is unrivaled.”

Headquartered in Lincoln (England), GCI employs over 200 staff members throughout the U.K. including a team of over 50 who are dedicated specifically to managed IT services. Although the managed IT division was established in 1995, the GCI brand was founded in 2005 and the group offers IT support to small to midsize businesses (SMBs) with five to several thousand users, and serves companies both with and without internal IT staff.

Today, the fastest growing part of GCI's business is services. Tate adds that managed services in particular have been key to the firm's expansion in recent years. With remote monitoring and management (RMM) of client networks being critical to meeting customers' 24 x7 uptime needs, in 2011 Tate and his team turned to N-able by SolarWinds, the global leader in remote monitoring and management (RMM) automation, to ensure success.

Tate notes that the decision to move to N-able came after GCI executives realized the company had simply outgrown its previous RMM solution. “We saw the functionality of N-able and knew right away that it would allow us to be more proactive,” he says. “Now we spend less time troubleshooting and can instead focus on fixing issues before our customers even know about them.”

Everything Required for an Efficient, Effective Managed Services Practice

Using N-central®, the #1 RMM and managed service provider (MSP) service automation platform, GCI has been able to reduce time on the road and perform more client work remotely. With N-able's Remote Control Manager, which is seamlessly integrated with N-central, GCI technicians are able to bring remote access to a whole new level; accessing customer devices from the GCI offices to proactively fix issues on both desktop and server systems.

Tate says GCI is also making extensive use of N-able's Security Manager – AV Defender, which empowers the MSP to remotely deploy and

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control anti-virus, client-side anti-spam, anti-malware, personal firewall and host intrusion prevention for Windows desktops, laptops and servers – all from a single console that is fully integrated with N-central. A recent add to GCI’s toolset is N-able’s Patch Manager, which expedites deployment of Windows® or third-party patches.

N-able’s Report Manager is also helping the MSP save time and improve efficiency with automated monthly reporting, streamlined auditing and asset discovery and by keeping record of license keys collected. Using custom processes developed in-house, reports from Report Manager are published on the GCI Intranet each morning, ready and waiting for when sales or technical staff need them.

“We can run our business more efficiently using N-central,” Tate says. “From fast and easy deployment and configuration of services for customers, to fully automated help desk capabilities, N-central offers everything we need.”

For Tim Wiser, who oversees managed services for GCI, a real benefit of N-central comes from its integration with Autotask professional services automation (PSA) software.

“We’ve saved significant labor time with N-able’s Autotask integration,” says Wiser. “All of our Autotask alerts come through N-central, which means we don’t have to log in to our PSA software or check e-mail to get the job done. It’s all centralized for us within N-central now.”

“In addition to using N-central’s core features we’re really happy that we are able to extend its capabilities to introduce monitoring and alerting for the popular third-party applications and services that our customers are using,” concludes Wiser.

Meeting Client Needs with Award-Winning Services

GCI’s dedication to its customers – and to building a thriving managed services practice – has not gone unnoticed. The MSP was recognized by N-able with a 2011 Rookie of the Year Award, MSP of the Year co-winner and Top Contributor co-winner in 2012, but most recently GCI won the Automator of the Year and MSP of the Year (U.K.) for 2013.

In addition, the firm has earned accolades from other organizations; including being named IT Support Company of the Year in 2010 by a leading industry publication and in 2013 they ranked highly in Investec’s HOT 100 and The Sunday Times’ Tech Track 100.

GCI has gone through N-able’s “Blueprint for Success” business training and finds great value in the relationship with the RMM provider. “We’ve found N-able to be an easy organization to work with,” says Tate. “They are responsive and their support team is excellent. We work with the same individuals on an ongoing basis, which gives us consistent service.”

With 5,500 customer devices under management with N-central, Tate says GCI plans to do more automation in the future to increase efficiency even further using the RMM and service automation platform. “We’re big fans of automation and we’ll continue to turn to N-able to help us grow from both a technological standpoint and a business perspective.”



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