

NETSURIT MOVES 12,000 DEVICES TO N-ABLE



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

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

location. When alerts come in, the team is quickly notified and able to work proactively toward a resolution.

"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.

10 REASONS MORE MSPs ARE PARTNERING WITH N-ABLE

N-ABLE IS AN INDUSTRY PIONEER and the only MSP Automation provider to excel in business enablement, sales strategies, marketing support and technology innovation. But don't take our word for it. Check out this "top 10" list derived from over 300 MSPs that have switched over to N-able partners in the last six months.

- 1** The Industry's #1 RMM and MSP Service Automation Platform for Comprehensive Virtual and Physical Network and System Management
- 2** Unmatched Business and Technical Support including Dedicated Partner Development Specialists, a Blueprint for Success and Best-in-Class MSP Runbooks
- 3** Helps MSPs Establish 100% IT Coverage for Break-Fix, Reactive, Proactive and Managed Customers. Complete Reporting for all SMBs to help Upsell Managed Services and IT Projects
- 4** DirectConnect is the MSP Industry's First Centralized Approach to Remote Device Control, Management and Remediation... and it's a Free Upgrade for N-able Partners!
- 5** N-central 9 is the Only MSP Automation Platform with a "Drag & Drop" Automation Engine; Standardizes and Automates Simple and Complex Configuration, Incident and Change Management Tasks, Processes and Policies
- 6** Scale Your MSP Business with IT industry's Only Standardized Managed Services Solution - N-central, Automation Manager & MSP Automation Runbook
- 7** Integrated Managed MSP tools that includes Back-up, BDR, Endpoint Security, Antispam, Audit, Netflow, GPO and Policy tools
- 8** Industry leading MSP & SMB Reporting for Best-in-Class, Customizable Business Reporting Tool for Technical and Executive-Level Audiences
- 9** Provides MSPs the Choice and Flexibility of Deploying an On-Premise or Hosted Solution that is Fully Equipped, Reliable and Tech-friendly
- 10** N-able Doesn't Compete with its Partners for Services or Sales Revenues -100% Channel Friendly

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

FACTS

- #1 rated MSP platform
- Best vendor program
- Channel only company
- Used by more than 2,600 MSPs
- 90,000 SMBs under management

AWARDS



UNLEASH THE POWER OF 9

The Only Logical Solution for Growing MSPs - FIND OUT WHY!

www.n-able.com/why