ACCEL

Ready for IT!

ACCEL TAKES MSP AUTOMATION TO THE NEXT LEVEL WITH SOLARWINDS N-ABLE

ABOUT:

Leading MSP with two offices dedicated to serving SMB customers as well as internal IT departments across the Antwerp region of Belgium.

Location: Antwerp, Belgium

Website: http://www.accel.be/

CHALLENGES:

- Transitioning clients to managed services
- Focus on delivering quality services demanded top-notch RMM solution, more automation
- Reducing labor-intensive processes, such as onboarding of new customers
- Backup challenges and failures threatened to impact customer trust
- Need to stay ahead of the curve to continue to compete effectively and provide best-in-class offerings

SOLUTION:

N-central®, the IT channel's #1 RMM and MSP service automation platform; Security Manager; Backup Manager; and Report Manager

BENEFITS:

- Widespread automation of processes with N-central results in efficient, time-saving approach to managed service delivery
- Significant reductions in onboarding and other labor-intensive tasks – from minutes to seconds
- New, rock solid D2D approach to backup with SolarWinds N-able Backup Manager
- New operational efficiencies, faster growth and stronger profits
- Ability to adopt new technologies faster to better serve customers and gain a competitive edge

With more than 600 small-to-midsize business (SMB) customers across the Antwerp region of Belgium, Accel Computer Service is a managed service provider (MSP) at the top of its game in a competitive market. The 40-person firm has found that the secret to success lies in automation, and to get the job done, Accel looks no further than SolarWinds N-able, the global leader in remote monitoring and management (RMM) automation technology.

Managing Director Marc De Swaef founded Accel in 1992, and has transformed his IT services firm in recent years to focus on selling solutions instead of products. To best support that business model, in mid-2011 the company adopted SolarWinds N-able's N-central, the #1 RMM and MSP service automation platform, and in less than a year's time, it now has more than 4,000 customer devices under management.

According to Wim Lamot, technical manager, Accel's fast-paced growth stems from the MSP's ability to stay ahead of the curve by making automation an increasingly central part of the way it delivers managed services. With the powerful new Automation Manager in the N-central 9.0 release, Accel technicians can automate everything from the onboarding of new customers, new users and devices; to ticket creation in Autotask and other PSA (professional

service automation) software applications; to self-healing actions; software removal; third-party patching; and the implementation of backup, endpoint security and other value-added services across the network.

The results have been dramatic. Before teaming with SolarWinds N-able and leveraging N-central, Lamot said onboarding was a labor-intensive process that could take up to 20 minutes for a single device. Now, using N-central 9.0, it's all done with a single click.

"Automation through N-central allows us to run a leaner, smarter organization and provide a higher level of service, support and ROI to our customers," says Lamot.

Leveraging Automation to Sell Based on Value

N-central's Automation Manager not only gives Accel greater efficiency and a way to reduce IT errors well in the future, but also delivers a path toward stronger profits.

As automation scripts are written, the MSP is able to leverage them for both managed services customers and break-fix clients – allowing the firm to save technician time while still billing standard fees for the services provided. The bottom line is that creating automations gives Accel the ability to sell its services based on value. What was once a half-hour project may now only take seconds with

automations in place, but the value of the service rendered is the same, and therefore Accel continues to base its break-fix fees on the amount of time that would be required to perform the task by hand.

"Simply put, SolarWinds N-able's technology allows us to automate at new levels, and we're passing along the benefits to our customers. It's changing the way we do business," says Lamot.

Switching to Backup Manager for a Single Pane of Glass

After investing in and using Zenith Infotech's BDR systems to drive a monthly recurring revenue program for a number of years, Accel also recently made the move to SolarWinds N-able's Backup Manager to provide more reliable, robust business continuity to customers.

"In the beginning, the Zenith product was working fine. But when they overhauled the BDR line and built their own backup software stack, things started to change," Lamot says. "Backups began to fail and resolution took hours or even days, and we had more than one occasion when we could not restore a file because of a corrupt backup chain. Because our customers place their trust in us, we knew we needed to make a change."

Accel's technicians evaluated the N-central disk-to-disk (D2D) integration with CA Technologies, available in SolarWinds N-able's new Backup Manager offering, and liked what they saw: A single pane of glass approach to remote backup. "Just what every MSP loves – simplicity," Lamot says.

Today, Accel is monitoring and performing backup for more than 120 servers using Backup Manager, and Lamot couldn't be happier with the results. And through integration with SolarWinds N-able's Report Manager, the MSP is able to generate highly professional combined reports for customers.

Staying a Step Ahead

As one of the first SolarWinds N-able partners to beta test both N-central 9.0 and SolarWinds N-able's Report Manager 4.0 offering, Accel has made a game plan out of getting new software from SolarWinds N-able right out the gate – before it goes into production. For its efforts in this area, the MSP earned a Top Contributor award at the 2012 SolarWinds N-able Global Partner Summit in Montreal.

"We're just getting started with SolarWinds N-able," Lamot says. "As our expertise has advanced with N-central and our ability to scale continues to grow, we are now thinking bigger when it comes to our customer reach. In addition to SMBs, we are starting to add larger companies to our client list, where we can deploy N-central to provide world-class services to internal IT departments."

ABOUT SOLARWINDS N-ABLE

SolarWinds N-able is a leading global provider of complete IT management, automation and MSP business transformation solutions. The SolarWinds® N-able N-central® product is an award-winning RMM and MSP Service Automation Platform. SolarWinds N-able has a proven track record of helping MSPs standardize and automate the setup and delivery of IT services in order to achieve true scalability. The N-central platform is backed by comprehensive business enablement support services. Thousands of MSPs use SolarWinds N-able solutions to deliver scalable, flexible, profitable managed services to over 100,000 SMBs worldwide. With offices in North America, the Netherlands and Australia, SolarWinds N-able is 100% channel-friendly and maintains strategic partnerships with Microsoft®, Intel®, IBM® and Cisco® among others. www.n-able.com.

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