



datacompagniet

## DANISH MSP DATACOMPAGNIET MAKES SMOOTH TRANSITION TO MANAGED SERVICES WITH SOLARWINDS N-ABLE

### ABOUT:

MSP and IT services company with more than 20 years in business, serving SMBs throughout Denmark.

**Location:** Copenhagen, Denmark

**Website:** [www.datacompagniet.dk](http://www.datacompagniet.dk)

### CHALLENGES:

- Successful transition to managed services
- Remote monitoring and management for a mix of devices
- Expansion into new areas: cloud, MDM and more

Based in Copenhagen, datacompagniet serves as the IT department for most of its small to midsize business (SMB) customers across Denmark. In this important role, the growing firm tackles the day-to-day technology challenges as well as the long-view IT decisions that will help these SMBs grow and thrive.

The solutions provider was established more than two decades ago. After many years operating strictly as an IT shop, the company has been successfully transitioning its business to become a full-service managed services provider (MSP), says Thomas Larsen, technical director.

Almost two years ago, Larsen sought to align the company with a remote monitoring and management (RMM) provider to enhance its ability to serve customers. After interviewing a number of vendors in the market, including Kaseya, the MSP chose SolarWinds N-able the global RMM leader.

"SolarWinds N-able offered us a good product at the right price, and they have quickly become a strong partner to us," says Larsen.

After seeing the initial results gained from using SolarWinds N-able's N-central®, the IT channel's #1 RMM and MSP service automation platform, datacompagniet got serious and set its sights on fully embracing the software.

### SOLUTION:

SolarWinds N-able's N-central, the #1 MSP and Service Automation platform, Report Manager

### BENEFITS:

- 80 per cent of business transitioned to managed services
- Technician time savings through faster, more efficient customer onboarding, monitoring and self-healing
- Effective monitoring – from switches all the way to cooling in the server room
- Strong cloud and MDM support from SolarWinds N-able

"It works like magic," Larsen says. "We put a dedicated technician in place to fine tune the N-central platform and everything started to take off. N-central is easy to deploy and manage, and we've used it to establish a very effective process for quickly onboarding new customers, too."

### Saving Time and Trouble with SolarWinds N-able

With more than 200 devices now under management – including a mix of servers, workstations, PCs, network and storage devices and firewalls – datacompagniet relies upon N-central for 24 x 7 monitoring and self-healing. Larsen estimates the company has saved a substantial amount of technician time every day as a result.

"We get alerts and can inform the customers and take action before big problems occur," he says. "We monitor switches, hard disks, storage devices and even the server room – if it needs cooling down we hear about it through N-central and can take care of it right away."

datacompagniet's customers are noticing a difference, too. "Today, we spend very few internal resources on IT. Since we signed a service and support deal with datacompagniet, they now consistently monitor our complete infrastructure and tend to our entire IT needs - from user support to security and bug fixes - usually before we even notice a crash or a needed update," says Michael Andersen, vice president of The Danish Association of Chartered Estate Agents (DE).

When new customers are onboarded, datacompagniet uses N-central to run them through a process in which they deploy SolarWinds N-able agents, analyze the environment and make note of any device issues that may be a concern. With N-central's Report Manager toolset, technicians can collect all the data, thoroughly track these issues and itemize them for the customer as needed.

"Report Manager is a big value add and one of the reasons we chose SolarWinds N-able," Larsen says.

### Managed Services Growth in Full Swing

With all of its technicians focused on managed services, Larsen says business is on the rise at datacompagniet. From cloud services and offerings such as Microsoft Office 365, to hosting and mobile device management (MDM), the firm plans to turn to SolarWinds N-able and the N-central toolset to help grow and manage its business in technology areas that are now taking off in the market.

"Our customers like the fixed pricing model and we like the direction our business is taking in the MSP market. Having SolarWinds N-able at our side to support our goals has made a big difference."

– Thomas Larsen, Technical Director, datacompagniet

"As more and more of our customers need our help with managing their iPhones, iPads and tablets, we'll be further relying on SolarWinds N-able and its Mobile Manager technology for success," says Larsen. "In addition, we'll also be looking to N-central to streamline and support patch management tasks."

With big plans in the works, datacompagniet is in the final stages of its transition from an IT shop to an MSP. "We're 80 per cent of the way there," says Larsen. "Our customers like the fixed pricing model and we like the direction our business is taking in the MSP market. Having SolarWinds N-able at our side to support our goals has made a big difference."

### 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](http://www.n-able.com).

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