



BLUEWAVE COMPUTING REALIZES MILLION-DOLLAR PRODUCTIVITY GAINS WITH SOLARWINDS N-ABLE

ABOUT:

MSP serving SMBs throughout the Atlanta region and beyond with strategic IT planning, 7x24 monitoring, remote help desk, on-site support, disaster recovery, backup management, hosting, cloud, VoIP and other services.

Location: Atlanta, Georgia

Website: www.bluewave-computing.com

CHALLENGES:

- Increasing technician/engineering productivity
- In need of more robust technology
- Drive managed services growth
- Exceeding customer service expectations

For BlueWave Computing, an Atlanta-based managed services provider (MSP), moving to SolarWinds N-able, the global leader in remote monitoring and management (RMM) technology, translated into a time and cost savings of more than \$1 million dollars in 2012.

While this milestone achievement didn't happen over night, Sean Vojtasko, executive vice president for BlueWave, says that after six months of using SolarWinds N-able's Automation Manager, his team has been able to transform maintenance projects that once took hours into automated tasks that today take only minutes to complete. Add it all up, and the million-dollar savings and productivity gains have given rise to an entirely new way of doing business at BlueWave.

Formed in 1997, BlueWave got its start in managed services with the WhatsUp Gold network monitoring platform. But when Vojtasko came on board in 2010, he immediately recognized WhatsUp's limitations. An industry veteran with extensive experience in break-fix services as well as enterprise IT, he knew he needed to act quickly to get BlueWave on the right track to establish a more successful MSP practice.

"The monitoring tools we had in place were outdated and not robust enough. To get the productivity gains we needed,

SOLUTION:

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

BENEFITS:

- Powerful Automation Manager reduces time spent on routine tasks from hours to minutes and empowers BlueWave to transition more customers to managed services
- Now managing more than 18,000 devices on N-central
- Estimated \$1 million in productivity savings
- 97% customer retention rate
- On pace for continued 40% year-over-year growth, with a growing managed services customer base

and to realize the revenue opportunity we wanted, it was clear we had to put a new RMM solution to work," says Vojtasko.

After meeting with representatives from SolarWinds N-able, BlueWave quickly made the decision to switch to N-central®, the #1 MSP and service automation platform. Impressed from the start, Vojtasko says they began with 500 N-central licenses and participated in SolarWinds N-able University as they sought to move their predominantly break-fix business to managed services.

Fast-Paced Managed Services Growth

In two years' time, the MSP now has up to 3,000 servers under management with N-central and as many as 18,000 total devices, demonstrating that BlueWave is clearly on a fast-growth trajectory. But building profit on top of that growth is what has Vojtasko singing the praises of SolarWinds N-able. Through use of Automation Manager, the firm can now automate routine tasks to free up engineers and re-deploy them to other areas of the business, such as lucrative break-fix projects or cloud services.

"Previously, our proactive maintenance routines were extremely time intensive. For each of our nearly 3,000 servers, it was taking our engineers up to two hours to perform the manual labor involved – without the advantages of a monthly fixed fee arrangement," says Vojtasko.

Now that they've reduced the process to 10 minutes with N-central's Automation Manager, Vojtasko says they've earned the kind of return on investment that will enable them to jumpstart productivity gains at the desktop and network level. In addition, with the power of automation now in its arsenal, the MSP is in position to move more customers to managed services. And, it has come up with a practical business model that blends traditional managed services with hourly support, enabling BlueWave and its customers to benefit from the best of both worlds.

Earning Customers' Business Each and Every Month

Maintaining a 97 per cent customer retention rate, the BlueWave team takes a unique approach to its business, operating off month-to-month contracts to give clients more flexibility in spend. "Our philosophy is that we want to earn our customers' business each and every month, and we always aim to deliver the best service in the market. Our customers are our top priority," says Vojtasko.

It's a philosophy that is definitely paying off: BlueWave has grown at a rate of 40 per cent year over year since 2008, and is the only MSP to have earned a spot on the Inc. 500/5000 list for the past five years running. Hundreds of managed services clients of all sizes rely upon BlueWave, and the MSP's reach extends across a broad range of vertical markets – from healthcare, to construction, manufacturing, distribution, finance, legal, nonprofit and education.

"We love SolarWinds N-able. They work with us so closely and always strive to help us be successful. It's a true partnership that continues to grow as our journey into managed services evolves. We love SolarWinds N-able. They work with us so closely and always strive to help us be successful. It's a true partnership that continues to grow as our journey into managed services evolves."

– Sean Vojtasko, Executive Vice President, BlueWave Computing

In addition to N-central, BlueWave makes use of SolarWinds N-able's Remote Control Manager and Report Manager, and is pilot testing Security Manager, with plans in place to begin using Backup Manager. BlueWave leverages its SolarWinds N-able relationship to bring exceptional service to its strong regional base of customers surrounding its Atlanta headquarters, as well as end users all over the world including China and the U.K.

For BlueWave's fast-paced start with SolarWinds N-able and its innovative approach to business and comprehensive use of the N-central platform and toolset, the MSP was named Rookie of the Year by SolarWinds N-able in 2012. The annual partner award was presented to BlueWave at SolarWinds N-able's 2012 Regional Partner Summit in Orlando.

"We love SolarWinds N-able," says Vojtasko. "They work with us so closely and always strive to help us be successful. It's a true partnership that continues to grow as our journey into managed services evolves."

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.

Corporate Headquarters

SolarWinds N-able
450 March Road, 4th Floor
Ottawa, Ontario
K2K 3K2 Canada
Tel: +1 (613) 592-6676
Toll Free: 1-877-655-4689
Fax: +1 (613) 592-224

The Netherlands

Koningin Wilhelminalaan 3
527 LA, Utrecht
Tel: +31 (0) 30 298 5285

Australia

Level 9
15 Blue Street
North Sydney
Sydney, New South Wales
2060 Australia
Tel: +61 (0) 2 8412 4905

