

# VETERAN AUSSIE IT SOLUTIONS PROVIDER ACHIEVES 100% SUCCESS RATE WITH N-ABLE



## ABOUT:

Jasco is a leading Australian solutions provider which helps build, deploy and optimize IT solutions. Jasco provides the right resources for any stage of a company's IT life cycle - from strategic guidance and deployment to ongoing support. Jasco also offers clients a complete range of professional services staff and support for Remote Desktop Services, Onsite Technical Services, Project Deployment Services, Architectural Design and Specialist Services, and Project Management.

**Location:** South Melbourne, Australia

**Website:** [www.jasco.net.au](http://www.jasco.net.au)

## Challenges:

- Ensure a successful transition from exclusively on-site IT support to delivering managed services including proactive monitoring services.
- Attract new managed services customers and begin working to identify support needs.
- Continue to deliver excellent customer satisfaction to clients.

## Solution:

N-able Technologies remote monitoring and management (RMM) software

## Benefits:

- After adopting N-central, initially migrated 380 client seats from on-site support to a managed services model.
- Significant success rate converting customers to managed services with N-central.
- Providing a broader range of service offerings to clients. Initiated a new service model in conjunction with the managed services business.
- Plans to continue to grow its managed services business in the next 18-24 months.

As an experienced global technology provider, "customer satisfaction drives our business," says Pedro Duarte, Jasco account manager, "We look for partners with a strong customer-service focus who can help us improve customer satisfaction and add value for our customers." For over a decade, the South Melbourne, Australia-based IT solutions provider's primary business focus has been to build, deploy and optimize IT solutions while also helping customers get the most value from their technology investments.

Quick to take notice of the advantages of managed services, Jasco launched its offering, powered by N-able Technologies®, the global leader in remote monitoring and management (RMM) software. "Jasco initially migrated 380 client seats from on-site support to a managed services model," states Duarte.

"Our clients immediately recognized the benefits of managed services. From planning to IT support, we have been able to help customers manage their IT needs more effectively. As a result, our managed services business continues to grow, with a range of fully managed clients and about 1,000 nodes under management," he says.

Before launching their managed services offering, Jasco worked with N-able for more than a year, engaging in upfront planning and trials before launching the solution to the Australian market. "Our focus was to change the customer mindset from an ad hoc break/fix to proactively monitoring their businesses," says Duarte.

"The move to managed services was a business decision," he says. "We wanted to help our customers take advantage of the breadth of knowledge provided by our technical people, and managed services gave us that opportunity," he says.

The first step was to transition a limited number of existing customers to a remote managed services model, says Duarte. "With N-able we had a 100 per cent success rate helping those customers make the conversion."

Now, says Duarte, Jasco has integrated other N-able products including N-central®, N-able's RMM platform, with plans to double its managed services business in the next 18 to 24 months. As the winner of N-able's 2011 Australian Partner Summit Growth Award, Jasco's foundation for the future will be supported by the strength of N-able's leading technologies.

"We are looking forward to working closer with N-able as we introduce N-central monitoring software to more of our customers. Working together, we look forward to building on our success," says Duarte.

**"Together, with N-able we are providing customers with more choice, more capability, and more flexibility."**

*- Pedro Duarte, Jasco Account Manager*

## Managed Services Benefit Clients

Jasco's team, which consists of more than 50 professionals, works closely with global business partners such as N-able to help Australian and international businesses get the most value from technology investments and achieve their business objectives. With over a decade of experience in ICT, Jasco is committed to successful outcomes and diligent customer service. This approach has earned Jasco the role of strategic partner to a wide variety of clients worldwide.

"We work to ensure our customers get the most out of strategic planning, project deployment, professional services and IT support, which helps save them money and improve business results," says Duarte.

Adding remote managed services to the company's portfolio has allowed Jasco to better serve its clients, says Harold Melnick, Jasco vice president, marketing and alliances.

"We want to make it easy for customers to work with us," he says. "Managed services gives our clients more flexibility and helps save them money. Our objective is to constantly strive to improve customer service and relationships," says Melnick.

Jasco's customers have enthusiastically adopted the new remote management technologies powered by N-able. "We've had a very positive response from our customers regarding remote monitoring," says Duarte. "We offer a pay-by-device billing model, so from an operational perspective, it makes it easier for clients to plan their budgets."

"From a Jasco perspective, the overall support that N-able provides to us is very positive – not just from a technical perspective but also in the set up, as well as with ongoing requirements and sales support," he says. Utilizing N-able's N-central technology and extensive support, Jasco "has been able to offer a comprehensive managed services offering to our clients," comments Duarte.

Jasco's next challenge is to expand beyond what the company has accomplished so far with its new managed services offering, explains Duarte.

"We look forward to attracting new business while we continue to improve our customer service and support experience – these are important considerations for us going forward," he says.

Working together, Jasco will partner with N-able to focus on planning and execution, a strategy that continues to work well, says Duarte. "Together, with N-able we are providing customers with more choice, more capability, and more flexibility. This delivers customers immediate benefit and offers improved outcomes for their IT organizations."

## Next Steps

- [Read more case studies about N-able's MSP Partners](#)
- [Start a free trial of N-able's N-central RMM software](#)
- [Contact us to learn more about N-central](#)

