CYANIT SEES MANAGED SERVICES SUCCESS WITH N-ABLE

ABOUT:

Serving SMBs throughout Denmark.

Location:Headquartered in Fredericia, Denmark..

Website: www.cyanit.dk

Challenges:
- Keep pace with market trends, from cloud services such as Office 365, to automation, mobile device management and more
- Move fully into managed services
- Chart out a successful future for the business

Solution:

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

Benefits:
- Full transition to managed services
- More fluid business
- Great integration with Autotask
- Saving technician time with Automation Manager
- Excellent business insight and roadmap support from N-able

Established more than 15 years ago as an IT services company, CyanIT transformed its business to become a managed services provider (MSP) in 2012. The decision to leave the break-fix world behind was significant, but its relationship with N-able by SolarWinds®, a global leader in remote monitoring and management (RMM) and service automation software, has proven to be game-changing for CyanIT.

Within a year, CyanIT has deployed more than 2,000 Essentials licenses across its customer base through use of N-central®, the #1 RMM and MSP service automation platform from N-able.

"Business is better now that we have N-central," says CEO and CTO Jakob Arndt. "It's much more fluid. We're now working smarter, not harder."

With a focus on the small-to-midsize business (SMB) market and customers throughout Denmark, CyanIT performs up to 90 per cent of its work remotely using N-able's Remote Control Manager toolset. The MSP has immersed itself in today's most up-and-coming IT trends including mobile and cloud -- with Office 365 and mobile device management (MDM) looming large in its future.

Office 365 is experiencing enormous growth across the SMB market, in particular, Arndt says and he sees it as an important part of CyanIT's business moving forward.

Automation that Aligns with Business Strategy

As a full-service MSP, the biggest difference these days for CyanIT is the movement away from a device-focused business and a shift toward delivering services based on the needs of the user. "We play the role of trusted advisor with our customers now more than ever," Arndt says

The MSP is planning to use the automation gained from N-able's technology throughout more and more of its operations and is positioning self-healing, virus scans and other services in such a way that they are more customer facing and customer driven -- branded by CyanIT and not necessarily running in the background.

"When issues arise, the user receives a CyanIT-branded prompt [a standard feature] to conduct a scan or start a repair process. It gives them more control and the ability to schedule maintenance tasks when the opportunity is right for them," Arndt says.

The firm is making use of N-able's Automation Manager to deliver these services to its customers. "Automation Manager is one of the best tools in N-able's N-central suite with regard to aligning our services and doing maintenance in a uniform way," says Arndt. "It's saving us a lot of time and we can do more now with fewer technicians."

Another business benefit to N-able's Automation Manager is that is makes everything more transparent, says Arndt. With one good script,

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>
> *– Jakob Arndt, CEO/CTO, CyanIT*

for example, others in the organization can see what's taking place and can gain an understanding of the way an automation works. He also likes that the tool supports collaboration and user comments, which makes N-able's technology even more valuable to his team and their customers.

Leveraging A Full Complement of N-able Tools

With the bring your own device (BYOD) movement also shaking things up in the IT world, CyanIT is helping its customers simplify MDM with N-able's Mobile Manager offering. The MSP is on the brink of closing two deals and has 400 Mobile Manager licenses in play as its customers are just beginning to understand the value that MDM services bring to the table.

Arndt says that his best "door openers" and biggest opportunity-drivers may be N-able's Security Manager, featuring integrated anti-virus protection, and its D2D-based Backup Manager offerings. Up to 85 per cent of CyanIT's customers have turned to the firm for endpoint security, and 50 per cent are now using the integrated backup offering.

"Protecting data is critical for our customers, and for the most part, they already have these capabilities but they don't want to deal with managing them," says Arndt. "It's an easy sell for us – we can manage everything for them using N-able's technology."

N-central's integration with Autotask is also key for the MSP, and both platforms have become CyanIT's most important business tools for serving their SMB customers.

A Winning Relationship

Since aligning with N-able, CyanIT has seen big changes take place across the organization. In addition to the technology gains it's made with N-central, the MSP has benefited from the business insight and direction that N-able has provided.

"N-able is the complete package. They've pushed us to think about our future and we're convinced that managed services is the way to go," says Arndt.

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

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