CITIUS.NET

FINNISH MSP CITIUSNET FINDS FIRST-RATE VALUE IN SOLARWINDS N-ABLE

ABOUT:

IT services provider and MSP serving a wide range of SMBs across northern Finland.

Location: Northern Finland

Website: www.CitiusNet.net/en

CHALLENGES:

- Establishing a good foundation for a successful managed services practice
- Needed to support customers with strong monitoring and management services
- Guide customers as they advance into cloud and other areas
- Growth without significant staff increases

SOLUTION:

N-central, Backup Manager, Report Manager, Security Manager

BENEFITS:

- Managed services business expertise and guidance
- Productivity savings
- Managed services business growth
- Saving time through automation
- More proactive

In northern Finland, CitiusNet has built a lasting IT services partnership with a wide range of small to midsize businesses (SMBs), from construction and accounting firms, to companies in the energy, healthcare, transportation and media industries.

While the notion that managed services is only just catching on in this part of the world, Harri Karjalainen, CEO, says his customers have placed their full confidence in the value of the cloud – even though many of them are still just getting started with the technology. With more than 10 years in the IT services business, CitiusNet is guiding these SMBs in new directions – including cloud – while also ensuring they are getting the most out of their existing IT investments.

Two years ago, Karjalainen and his staff of nine turned to SolarWinds N-able, the world's leading remote monitoring and management (RMM) provider, to ensure that the most essential cornerstone of their business – RMM – was getting done right. Fast forward and CitiusNet is now supporting all of its managed services customers and more than 600 devices with N-central®, the IT channel's #1 RMM and managed services provider (MSP) automation platform.

Out the gate, the CitiusNet team participated in SolarWinds N-able University to put their managed services business foundation in place. "Our managed services business is growing," says Karjalainen. "We credit SolarWinds N-able with getting us started on the right foot as an MSP. From day one, they have been super to work with from a business perspective."

Business and Productivity Savings with SolarWinds N-able

Almost immediately, CitiusNet realized business and productivity savings through the use of N-central. "Our technicians are able to respond more quickly to customer calls and look at client networks in real time," Karjalainen says. "They can check on issues as they're occurring, giving us a more effective and powerful way to serve our SMBs."

From checking on events to monitoring third-party partner tools faster and more efficiently, Karjalainen sees tremendous value in the direction his IT services business is heading with SolarWinds N-able. As momentum builds, the CitiusNet team is creating automation policies with SolarWinds N-able's Automation Manager, and they are just starting to see big benefits – including a significant time savings made possible by automating tedious maintenance tasks that can take hours out of a technician's day.

Through SolarWinds N-able's Security Manager, Report Manager and Backup Manager offerings, CitiusNet is also benefiting from a full suite of tools to support its customers.

"Report Manager is an excellent add-on to N-central. We can provide the customer with any kind of report they need, and we can demonstrate just how much we do to support them," he says. "In addition, Security Manager has quickly become our number one security solution for new customers."

Karjalainen says the integration between Security Manager and N-central is excellent, making it the perfect complement to CitiusNet's monitoring services.

Support for Cloud and Virtualization Endeavor

In northern Finland, most businesses have their own small data centers, Karjalainen says, but many are now starting to turn to companies such as CitiusNet to handle their server and storage needs. As a result, the firm is providing more hosting and cloud services than ever. That aligns well with another key area of focus for the MSP: virtualization. With offerings such as VMware, Citrix and other solutions, CitiusNet has been extending the physical boundaries of desktops, servers and applications in northern Finland since 2005 – before the technology really started taking off.

Microsoft software is also important across the firm's customer base and, for these and other essential business tools, CitiusNet is there to support the region's SMBs through the day-to-day challenges as well as the long-term requirements of their IT environments.

With N-central, CitiusNet is in a better position to not only stay on top of customers' monitoring and management needs, but to help them succeed across all areas of technology, Karjalainen says. By aligning with SolarWinds N-able, the firm has become much more proactive and, through productivity savings, has been able to grow the business without increasing staff.

"We feel good about doing business with SolarWinds N-able," says Karjalainen. "Their technical team is excellent and their business advice has been invaluable to us as well."

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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