

HERMETIC NETWORKS SAVES TIME AND HEADACHES WITH N-ABLE



Founded in 2004 by Mike Bailey, Hermetic Networks has seen vast changes take place across its organization since aligning in mid-2013 with N-able by SolarWinds®, a global leader in remote monitoring and management (RMM) and service automation software. Located in Richmond, Va., the managed service provider's (MSP) business has kicked into high gear with the power of N-able's N-central® MSP service automation platform behind it.

Hermetic serves nearly every vertical market in the Richmond region, from medical and dental offices, to architectural firms and nonprofit organizations, such as World Pediatric Project. While the IT services firm offers today's most advanced offerings, including mobile device management and cloud services, Hughes says these deliverables only represent a fraction of Hermetic's overall revenue.

"The core of what we do is still focused on monitoring servers and workstations. That's our bread and butter, and that's what N-able is helping us do more effectively and proactively than ever," he says.

Hermetic turned to N-able after only three months using LabTech's remote monitoring and management (RMM) system. "We brought the LabTech software on board but could never successfully apply it to our business -- even after hours of consulting time with them. We quickly switched to N-able and had N-central up and running in an hour and were applying patches within a few days," Hughes says.

Business Growth and Improvements across the Board

Business growth -- including bigger customers -- is only the beginning when it comes to N-able's impact on Hermetic. Hughes says he and his team gained more confidence in the way they present themselves to prospects, knowing they can easily scale with N-central to accommodate more customers, users and devices.

With N-able's Backup Manager offering, the MSP has eliminated the need to carry both on- and off-site backup and disaster recovery solutions. "Now we have something that addresses both. And it sells easily, too -- for new as well as existing clients," says Hughes.

WHY N-ABLE?

- Easy to implement, immediate results
- More effective, proactive monitoring and management
- Reduced patch management time from an entire day to minutes
- Excellent asset management solution
- All-in-one BDR solution
- Business growth, including bigger customers

NUMBER OF NODES: 250 AND GROWING
PREVIOUS PLATFORM: LABTECH

BUSINESS FOCUS: SMALL AND MIDSIZE BUSINESSES
ACROSS A WIDE RANGE OF VERTICAL MARKETS IN THE
RICHMOND, VA. AREA.

Website: <http://www.hermeticnetworks.com/>

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— Jeff Hughes, Managing Partner, Hermetic Networks.

In addition, asset management is more streamlined with N-able's Professional licenses, which helps the Hermetic staff keep track of software versions in play, manage service tags and bring together license reports to ensure everyone is on the same page.

Patch Management Headaches Eliminated with N-central

For Hughes, the biggest gains are derived from N-able's Patch Manager module. It used to take all day every Sunday to ensure all customer devices were up to date, but with Patch Manager, that process has been reduced to 15 minutes.

"Patch Manager is phenomenal," says Hughes. "It manages everything from a single, centralized pane of glass, automating the patch application process and re-booting the systems, too. It's been a night and day improvement, and now we can have our weekends back, not to mention our sanity," says Hughes.

With 250+ devices under management, Hermetic is only just getting started with N-central. Hughes and his team have fully embraced the "N-able way", including taking the proven Blueprint for Success program to learn how to build a strong and thriving managed services business.

"Things have really taken off. We can't wait to see where N-able takes us next," says Hughes.

10 REASONS MORE MSPs ARE PARTNERING WITH N-ABLE

N-ABLE IS THE IT CHANNEL'S LEADING MANAGED SERVICES INNOVATOR and the only IT service automation provider offering a proven remote monitoring and management (RMM) solution that is backed by business enablement services, sales and marketing support built specifically for use by IT channel partners.

But don't take our word for it. Check out this "Top 10" list derived from the more than 2,700 managed service providers (MSPs) and 100,000 small to midsize businesses (SMBs) worldwide that rely on our industry-leading N-central® software platform.

Why Do Business with N-able?

1 Rated the IT channel's #1 RMM and MSP service automation platform and most innovative software in its class year-over-year. N-central offers comprehensive RMM of virtual and physical networks; systems, workstations, servers and mobile devices; security; backup; warranty expirations; assets and licenses; passwords; GPO; and more.

3 MSP-approved best practices for achieving 100% IT coverage for break-fix, reactive, proactive and managed customers.

5 Offers the only MSP automation platform with a "drag & drop" automation engine that saves MSPs time and costs, empowers MSPs to easily scale their businesses, and ensures standardization.

7 Supports a comprehensive suite of integrated tools – specifically designed for MSPs. From backup and disaster recovery (BDR) and security, to mobile device management, patch management, auditing, Netflow, ticketing, GPO and policy tools, N-able has teamed with the industry's best to deliver an easy-to-manage and customizable solution.

2 Unmatched business, sales and technical support: Dedicated partner development specialists, an industry-renowned "Blueprint for Success" program, best-in-class MSP Runbooks and a unique MSP Playbook that provides step-by-step business guidelines, best practices and technology roadmaps.

4 N-central enables remote control of any device, anywhere – at any time! Featuring Remote Control Manager, the MSP industry's first centralized approach to remote device control, management and remediation.

6 Delivers a powerful "single pane of glass" Security Manager | AV Defender offering that is fully integrated into the N-central platform for ease of use and proactive management of client servers, desktops and mobile devices.

8 Best-in-class, white-labeled business reporting tool for technical and executive-level audiences. Report Manager helps MSPs identify opportunities to upsell managed services and win more IT projects.

FACTS:

- #1 rated, award-winning MSP platform
- Channel-only RMM and IT automation software provider
- Unrivalled business, sales and technical support
- Dedicated to quality, innovation and a superior partner / customer experience
- Used by more than 2,700 MSPs worldwide
- 100,000 SMBs and two million devices under management

9 Provides MSPs the choice and flexibility of deploying an on-premise or hosted solution that is fully equipped, reliable and tech-friendly.

10 100% channel friendly: N-able doesn't compete with its partners for services or sales revenue.

For more information visit
www.n-able.com or
contact N-able at (877) 655-4689.

 **N-able**
by solarwinds 

AWARDS:

