

“Unlike the other RMM tools we tried, Continuum's platform is prepackaged, requires minimal setup, and saves us time.”

***— Lee Wagner, President
Computer Consultants, Inc.***



Switch to Continuum RMM Delivers User Experience Other Providers Only Promised

“The thing that really pushed me over the edge when we purchased other RMM tools was getting the same song and dance – ‘We’ll help you through this process, get you set up, and your techs won’t have to spend a lot of time configuring monitors and alerts.’ That turned out not to be the case with any of the ones we tried.”

Lee Wagner, president of Computer Consultants, Inc. (CCI) had been searching for a prepackaged product complete with in-depth data reporting that he could deploy on all his customers’ sites. He implemented a string of solutions, including ones from N-able, Kaseya, LabTech, and Zenith Infotech – only to discover none of them met his expectations of time savings and efficiency.

About a year after Continuum separated from Zenith Infotech, CCI was in the process of running LabTech’s RMM tool – and Lee was becoming increasingly frustrated with the tool’s constant updates. “It was just more and more time on our end and it really wasn’t cutting down our workload,” he said.

Fortunately, Lee had the occasion of running into Continuum representatives at the IT Nation conference. But by that point, he was cautious of migrating to yet another RMM (remote monitoring and management) tool promising quick setup and ease of use. After much consultation, Lee decided to give Continuum’s tool a chance. The decision has since proven to have significant positive impact on CCI’s business processes and profitability.

“Had I known what Continuum was going to do with their product, I would’ve never gotten involved with LabTech,” Lee said.

A Long Road to Satisfaction

“Salesmen make anything sound good,” Lee said, referencing the several pitches he’s heard over the years promising an RMM tool that could be up and running without a lot of setup for his team. By the time he got the solutions in-house and implemented, the setup always proved to be more work than anticipated.

Continued on back ...

 **Computer Consultants, Inc.**
Connecting Business Since 1981

Company

Computer Consultants, Inc.
St. Louis, MO

Website

www.ccinetworking.com

Business Challenge

Find an RMM tool that lives up to its sales claims, requires minimal setup, and enables CCI techs to focus on providing exceptional customer support.

Solution

Continuum’s prepackaged RMM solution enables CCI to immediately handle more workload without increasing headcount.

Results

CCI’s managed services business has grown substantially since implementing Continuum’s RMM solution and NOC services. And with the power of the NOC behind them, CCI can take on new clients without worrying about additional specialization and labor costs.

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Lee is also impressed with the ticket submission process of the Continuum Network Operations Center (NOC). “The communication with the NOC team is greatly enhanced – by miles and miles – more than it was with Zenith,” Lee said. “It’s like having a whole tech division here that we can assign tasks to, and I know it’s being done right.”

By utilizing the NOC, CCI has been able to maintain a low headcount. “Plus, they can do the work overnight. We get our sleep and our clients get faster resolution of issues — many times before they’re even aware of anything.” Lee commented.

“With our first RMM tool, for instance, it turned into a real big disaster. Then we tried another one, and there was too much labor involved with setting up the monitors,” Lee said. “There’s a lot of work that needed to be done under the covers with those products. Plus, we had to maintain the infrastructure to support them.”

Lee did not see any reductions in CCI’s man-hours as a result. “They really weren’t doing anything for us. It was a waste of money,” he said. “I want my techs actually working on customers’ issues, not working on our internal processes.”

Fortitude to Move Forward

Though CCI has been in business in St. Louis, Mo. for more than 30 years, Lee still prides himself on establishing personal contact with customers and prospects by meeting with them face to face. Since bringing Continuum’s RMM tool and NOC services onboard, Lee has been able to sell and advise with more confidence than ever.

“One of the biggest benefits of having Continuum in our pocket is that when I go into a consultation, no matter what a customer needs, I don’t hesitate to say, ‘yeah we can do that.’ With Continuum there, I’m not afraid to take on anything.”

“Using Continuum's RMM solution, I don't have to maintain any infrastructure. It's all done on their end.”

— Lee Wagner, President, Computer Consultants, Inc.
