

PacketTrap MSP®



CASE STUDY



Customer Snapshot

Axios Information Technologies
Independent MSP, Tennessee

Solution

PacketTrap MSP

Business Benefits

- Easy-to-manage interface for all client environments
- Real-time network monitoring & alerts
- Billing automation to maximize profit

Website

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Axios IT Improves Client Service and Maximizes Profit through Network Monitoring and Business Automation



Franklin, Tennessee-based Axios Information Technologies, LLC (Axios IT) is an independent man-

aged service provider (MSP) that delivers cost-saving Computer Support to companies that want to increase the performance of production assets for improved bottom line results. Axios IT offers network services at a fixed monthly rate, giving companies the strategic IT support they need, and assurance that all IT systems are secure and running productively. Since the company was founded in 2004, Axios IT President Wade Kirkham has helped businesses of Nashville, Brentwood and Franklin, TN get the most out of their business technology.

Making IT Service Contracts a Reality with Ongoing Monitoring and Management

To become a strategic IT partner for his clients, Wade Kirkham works with companies to implement a predictable pricing structure that incorporates various network services and IT consulting. In most cases, the investment is far less than hiring a full-time IT professional. But Kirkham says that this model only works if he has full visibility into a client's environment and the ability to manage a company's IT infrastructure from a central location.

Axios IT serves clients in various industries, all with very different IT environments and IT needs. Remote monitoring and management (RMM) solutions enable MSPs to remote access a client's infrastructure to monitor for network and device issues, provide ongoing server and application management and troubleshoot. Kirkham tested several different remote service and network management tools to find one that would enable him to easily manage all client environments from a single interface.

"I ended my search for a RMM tool once I deployed PacketTrap MSP," said Wade Kirkham, president, Axios Information Technologies. "The solution is easy to use and intuitive."

PacketTrap MSP, a remote monitoring and management solution from Quest Software, provides complete visibility and access to client IT environments so MSPs are the first to know about bandwidth clogs, server and device failures and connectivity issues. MSPs use the solution to identify clients of issue, send technicians to address problems and perform routine network maintenance from an offsite location.

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Kirkham explained that the network monitoring functionality was a unique differentiator that PacketTrap MSP has over other competitors, providing visibility into network resources and their metrics, including hardware, operating systems, virtualization, databases, middleware, applications and services. Using PacketTrap MSP, Kirkham can quickly diagnose problems.

"Using the monitoring dashboard, I can get a quick glance at a client's network," Kirkham said. "I can flag issues and prioritize service calls, which means better client service."

Deliver Real-Time Support to Eliminate Downtime

One of Kirkham's clients, an executive of a regional healthcare organization with 15 locations, stated it best when he said he could sleep better at night knowing that his company's IT systems and network were being carefully monitored by Axios IT.

The ability to provide this sense of security comes largely from the ongoing monitoring and alerting capability featured in PacketTrap MSP. Kirkham says he is dependent on alerts that notify him of issues such as if a client's connectivity is latent, a drive fails on a server or even non-IT issues that could impact IT such as overheating servers caused by a problem with a company's heating and cooling systems.

"Not only does PacketTrap MSP provide ongoing monitoring and push alerts, it seamlessly creates a ticket and notifies the client of the issue, enabling me to be far more efficient," Kirkham continued.

Better Business Management through Professional Service Automation

As the business owner and lead technician, Kirkham is responsible for client IT service delivery as well as business process management.

PacketTrap MSP has lessened the burden by simplifying common business processes through integration with a professional service automation (PSA) solution. PSA tools, such as Autotask service management that Axios has deployed, enable MSPs to track technician time, generate bills and invoices and report on service activity. The most important benefit: Kirkham can more easily track work for each client and apply to the client's monthly IT service contract. It also arms him with detailed information about services delivered when discussing contract changes.

Kirkham said, "The billing automation aspect is the best feature of integration between PacketTrap MSP and a business management tool. I can maximize profit by better managing the service, invoice and billing process."



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— Wade Kirkham
President,
Axios Information Technologies

About Quest Software, Inc.

Quest Software (Nasdaq: QSFT) simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest solutions for application management, database management, Windows management, virtualization management, and IT management, go to www.quest.com.



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