



## CIT BUILDS A STRONG MANAGED SERVICES FOUNDATION WITH SOLARWINDS N-ABLE

### ABOUT:

Serving businesses across the Twin Cities and western Wisconsin area with customers in education, banking, healthcare, state and local government and manufacturing.

**Location:** Headquartered in Woodbury, MN

**Website:** [www.cit-net.com/](http://www.cit-net.com/)

### CHALLENGES:

- Proactive support and monitoring
- Staying on top of 24/7 IT demands
- Keeping pace with customers' needs

### SOLUTION:

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

### BENEFITS:

- Steady managed services growth
- Ability to quickly add new managed services tools to technology arsenal
- Proactive monitoring and management technology that helps anticipate customers' needs
- Great working relationship with N-able

Computer Integration Technologies (CIT) is a comprehensive IT services firm with an impressive portfolio of offerings – from application training, to hardware products and services, to software development and more. Nearly 10 years ago, it added managed services into the mix, recognizing the growing market opportunity for supporting its SMB (small to midsize business) customers around the clock under a monthly fee arrangement.

"Customers like knowing that someone's got their back and understands what's important to their business," says Rob Cramer, technical operations supervisor, who has headed up managed services for CIT for the past six years.

And while Cramer admits that staying on top of customer IT environments is a 24/7 job for his team of seven, CIT has put the right tools in place to make it a successful, more simplified and profitable venture. In 2003, the company teamed up with N-able by SolarWinds®, the world's leading remote monitoring and management (RMM) provider, to gain a strong foundation in managed services just as it was entering the market. Kyle Etter, CIT's vice president and chief technical officer, made the decision to choose N-able and its flagship offering N-central®, the IT channel's #1 RMM and MSP service automation platform.

"We've seen a lot of advancements come out of N-able through the years," Cramer says. "They're outstanding to do business with and we've always liked the direction they've taken."

### Steady Growth with N-able

In the beginning, CIT was only monitoring two or three customer environments, but that number has grown to more than 56 customers and 3,000 devices under management with N-central today. And while managed services only represent 10 per cent of the firm's business, CIT is making steady gains in this area as customers start to catch on to the cost benefits it has to offer, Cramer says.

"In the last month alone, we've turned up three or four new customers, including a small optometry shop with a single server and a few workstations. In all we have added 10 to 12 servers and 45 workstations this month to our monitoring and management along with ongoing patch and anti-virus (AV) monitoring services," says Cramer.

CIT offers several levels of service, from a standard offering that includes desktop support, to a professional offering that entails workstation and server support along with full on-site services. Through N-able's Essentials freemium licensing strategy, it is able to get its foot in the door with new customers or to expand relationships with existing clients. And as new capabilities have been added to N-central, the firm has grown its practice to include endpoint security, auditing and, more recently, mobile device management (MDM) and AV monitoring.

## Keeping Customers Happy, No Matter Which Way the Market Turns

With a customer base that spans education, banking, health-care, state and local government and manufacturing, CIT is quick to add new technology tools to its arsenal to stay on top of customer demands. N-able's Audit Manager, in particular, is big with CIT clients – particularly in the financial industry, where audit-level reporting is required to demonstrate support for compliance issues.

"From PCI (Payment Card Industry) to HIPAA (Health Insurance Portability and Accountability Act) compliance and more, our financial and healthcare customers need ongoing internal and external audits to check for vulnerabilities," Cramer says. "That's one important reason we like the detailed reports that N-able's Audit Manager provides."

Also making strides within CIT is N-able's Mobile Device Management (MDM) offering, Mobile Manager, which the firm has just deployed for a client rollout of 130 new iPhones. Another customer with 450 mobile devices is also benefiting from CIT's MDM expertise. From quickly preconfiguring Apple and Android devices with mobile email accounts and WiFi, to monitoring usage and taking action when a device is lost or stolen – such as wiping data, locking the device or tracking its location – Mobile Manager empowers MSPs to protect and manage their clients' most valuable mobile assets.

"Working with N-able, we can stay ahead of our customers' needs. N-able listens to our feedback and is simply great to work with."

– Rob Cramer, Technical Operations Supervisor, CIT

Adding greater security protection, MSPs can also use N-able's Mobile Manager module to enforce corporate security policies, such as minimum password requirements, access rights and permissions.

"Mobile Manager is an awesome add-on to N-central," Cramer says. "We can lock down mobile devices and track them for our customers with ease."

CIT is also just starting out with N-able's Automation Manager and makes regular use of the managed services innovator's Remote Control Manager to solve issues for customers without having to go on site. Through these and other services, CIT strives to keep its customers happy, no matter which way the market turns, says Cramer.

## 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](http://www.n-able.com).

### Corporate Headquarters

SolarWinds N-able  
450 March Road, 4th Floor  
Ottawa, Ontario  
K2K 3K2 Canada  
Tel: +1 (613) 592-6676  
Toll Free: 1-877-655-4689  
Fax: +1 (613) 592-224

### The Netherlands

Koningin Wilhelminalaan 3  
527 LA, Utrecht  
Tel: +31 (0) 30 298 5285

### Australia

Level 9  
15 Blue Street  
North Sydney  
Sydney, New South Wales  
2060 Australia  
Tel: +61 (0) 2 8412 4905

