



SEISMIC

Company: i-Tech Support

Headquarters: Maitland, Fla.

URL: www.i-techsupport.com

Employees: 20

Key Market Verticals: SMB, healthcare, education, construction and professional service firms

Specializations: IP communications, advanced security, network design, managed security

Business Challenge: Hosting its own managed services offering proved expensive and difficult, particularly as the number of customers using the service increased.

Solution: Seismic Remote Monitoring and Management (RMM), Seismic Online Backup and Restore, Seismic E-mail and Web Defense, and Seismic Help Desk

Results and Customer Benefits: Affordable, proactive support; access to comprehensive reports and alerts

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CASE STUDY: i-TECH SUPPORT

SEISMIC PORTFOLIO HELPS i-TECH DELIVER PROACTIVE PREVENTION AND AFFORDABLE SUPPORT

From its inception nearly nine years ago, i-Tech Support has dedicated itself to offering new and innovative professional support options for midsize organizations by acting as an outsourced virtual IT department. “We focus on supporting IT infrastructure for customers and a big part of that is proactive and preventative maintenance to stop things before they happen,” said Daniel Stockman, vice president and chief operating officer at i-Tech Support.

With the advent of the managed services model, that job just became easier — but it also demanded a huge investment from the solution provider. The company adopted an on-premise remote monitoring and management (RMM) solution to service its customers remotely but soon realized that its infrastructure wouldn’t accommodate the growth it was experiencing. “Having all our client’s monitoring data come into our site on five-minute intervals was very taxing on our internet connection and expensive,” said Stockman. “We had to have a dedicated internet connection for the portal and spend precious resources managing the information load.”

Solution

When the company learned it could adopt a hosted version of their RMM technology that would take advantage of Ingram Micro’s infrastructure, it jumped on the opportunity. “Ingram Micro’s Seismic offerings gave us the ability to proactively monitor our customers’ systems and address issues before they occur without having to manage it in-house,” said Stockman. “Ingram Micro has our monitoring solution hosted in a managed 24/7 collocation facility so we can focus more on our customers and less on the infrastructure. Our goal is simple: We want to prevent problems and outages before they happen. Moving over to the Seismic platform was a no-brainer.”

Now, i-Tech knows immediately if a server’s hard drive is reaching maximum capacity, system memory is maxed out, or if applications or systems are not working correctly. “This type of tool, if leveraged





properly, is extremely powerful,” said Stockman. “Also, with the Seismic portfolio, we can now leverage Ingram Micro’s infrastructure and service offerings to dovetail other managed services best practices into our portfolio, like online hosted data backup and e-mail defense.”

By using the all-inclusive Seismic platform, i-Tech no longer must outlay costly resources and internet fees. In fact, i-Tech has been able to streamline its managed services practice, while at the same time making those services much more affordable for its customers.

Results and Customer Benefits

Today, the company has fifteen customers on the Ingram Micro Seismic RMM services; going forward, every new i-Tech customer will be integrated into the Seismic portfolio. “We are building the solution into our managed services offering, so that when a customer signs up with i-Tech they get Seismic RMM as part of the complete package,” said Stockman. “We charge a minimal service fee for the monitoring and customers buy the total package, which includes scheduled visits, documentation, help desk support, priority support, and discounted offerings for additional services and projects. Really, the Seismic platform sells itself.”

So far, customer response has been hugely favorable. “Our customers love the luxury of having eyes on the network all the time,” said Stockman. “They are happy with the

solution because they have access to executive summary reports about everything that’s going on in their network and, if an outage or problem occurs, they know our help desk team will be notified and on top of it immediately.”

Using the data gathering and reporting capabilities, i-Tech can now provide more comprehensive reports to its support customers. “Using Seismic historical reporting with uptime performance, we can bring in executive-level reports with uptime parameters, ticket history, ticket-outage issues, system-down events ... we can monitor pretty much anything,” said Stockman. “It is crucial that we can report on a lot of elements from a historical perspective and the Seismic platform helps us achieve that.”

Recently, at a customer site, an Exchange server outage happened during the weekend and the system automatically escalated it to i-Tech’s help desk manager. “I saw the alert come in and called the customer on his cell phone to make him aware of the situation. The client was completely impressed that we were totally on top of the outage,” said Stockman. “That’s the key — getting information before it becomes an absolute emergency.”

Using the Ingram Micro Seismic platform, i-Tech has set an entirely new bar for delivering proactive and affordable support to its midsize customers.

“Really, the Seismic platform sells itself.”

— Daniel Stockman, vice president and chief operating officer of i-Tech Support

Business Opportunities

If you’d like to expand your business or geographic reach like i-Tech Support did, consider partnering with Ingram Micro. For more information about any of the hosted services available through the Ingram Micro Seismic Virtual Services Warehouse, visit www.ingrammicro.com/seismic or call the Ingram Micro Services team at (800) 705-7057. For questions about our services, e-mail services@ingrammicro.com.

