

Partner Case Study

N-sight gives Consulea everything they need as an MSP

About Consulea

Founded by Louis Beau 20 years ago, Consulea is a one-person IT shop based in Nice, France. The company provides managed IT services, web maintenance, and IT training to a broad range of small to medium sized businesses around the French Riviera (including Cannes, Nice, and Monaco).

At the smallest end, Consulea supports single-person companies. Their largest customer is a local accounting firm with 50 Windows desktops (office and home office) and 15 servers (three Windows servers and 12 QnapNAS acting as AD and file/application servers) spread over four sites. "I have lawyers, doctors, accountants, some small manufacturing companies, and schools. It's a very a large variety of customers," says Louis. "I've been doing this now for over 20 years, and most of the customers that I registered 20 years ago are still with me."

Challenge

Prior to choosing N-able N-sight, Consulea was using one solution for remote access and another for backup, but nothing for monitoring –just managing the contracts and invoices could be time-consuming. On top of this, Louis was also doing a lot of traveling to customer sites to help them solve their IT issues and this was taking up a large amount of time. He wanted to find a way to operate more efficiently. "Traveling to Monaco during the summer could easily take me two hours each way, so this was not really a good use of my time," he explains.

The solution

Louis first discovered N-able N-sight (or GFI Max as it was then known) at a large computer trade show in Paris in 2014. N-able distributor Watsoft was demonstrating the product in their exhibit space. "I remember they were very convincing," recalls Louis. "I signed up to a trial and after just one week I knew that this was the solution I was looking for because it included many products in one single package. N-sight is a full solution not just a set of products that work together. It's a one-stop shop for everything I want to do as an MSP."

As a single-person company, Louis doesn't use some of the functionality, like ticketing, but key elements like remote access, monitoring, and backup are things he uses every day.



Remote Monitoring has meant:
30% less customer calls*



€2500/month savings
in travel time*

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- Louis Beau,
founder, Consulea

*These numbers are estimates provided by the partner.



"When I sign up a new customer, I don't give them a choice in one area: they have to accept to use the N-sight agent. They can choose whether or not to have backup, but the monitoring agent is mandatory," he explains.

Louis has been very happy with N-sight and the way it has developed over the years. "Lots of support has been added for new platforms like mobile phones, Mac, and Linux, and new features have been added to remote access facilities. There are constant improvements being made, and we get the chance to beta test new features so we can prepare for the future," he says. "That's why I like working with N-able, as we get regular updates via our distributor, Watsoft."

The results

The biggest benefit Consulea has seen from deploying N-sight comes in the form of time savings. "Having the monitoring, remote access, and remote-control facilities saves me a lot of time in traveling to clients," he says. "Instead of having to battle traffic—particularly in the summer for example—I can remotely connect to my customers and within five minutes I'm into their systems and I can start working to resolve their issues."

Louis estimates he saves the best part of one day (7.5 hours) per week not having to travel. As he wasn't charging clients travel time, implementing N-sight has effectively saved him around €2500/month just in time alone, without factoring in the actual cost of travel.

N-sight's remote monitoring capabilities have been key to the quality of service Louis offers as he can be more proactive when it comes to managing his customers' environments. "Because the remote monitoring sends alerts, I can basically anticipate problems like disks filling up, issues with network performance, lack of memory on a computer, or backup errors. And, for the most part, I can solve these without the customer noticing," he explains.

"I estimate that it has reduced the number of customer calls I get by up to 30%."

Finally, he concludes: "Having a one-stop-shop solution has helped reduce a lot of the admin work. I now just have one single contact in case of issues, rather than having to deal with multiple support help desks that say 'it's not us, it's the other software causing the problem.' "

Partnership with N-able

Louis has very little direct contact with N-able as his contact is primarily through Watsoft, the French distributor, but he couldn't be happier. "Watsoft provides regular webinars and they provide excellent support," Louis explains. "As I always say, the success of a business is good products and good service. You cannot have one without the other. N-sight is a solid solution that is simple to deploy, but the support is really key and being able to get in touch with a support technician very quickly has been a key for me to continue using the product and promoting it as well."

Speaking of promoting the product, Louis is planning for his retirement from the business and has spent the past couple of years looking for a company to take over his clients. "The company I found had never heard of N-sight," he explains. "But after a few demos and probably a couple of hours, they decided to go for it and now they have deployed N-sight back to all their existing customers and are rolling it out to all their new customers. There is no doubt for me that I will continue to recommend N-sight as an excellent solution for MSPs."

About N-sight

N-sight RMM platform delivers a powerful combination of capabilities that get you up and running fast, for one low price. So you can quickly earn more, while paying less.

Learn more by visiting n-able.com/products/n-sight-rmm



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