

JNR Networks is a full service IT consulting firm based in Tucson, Arizona. Formed in 2005 by owner James Riley, JNR Networks specializes in network infrastructure design and management for small businesses. Since employees work out of home offices, Riley needed a flexible solution that could support mobility--without sacrificing power and functionality. After testing several solutions in the market, Riley chose LabTech remote monitoring and management (RMM) solution. Built by system administrators, LabTech provides an arsenal of IT management tools from one central interface to increase the efficiency of technical support.

Before utilizing a RMM solution, Riley and his staff were writing their own scripts to perform scheduled maintenance tasks and send alerts. He looked at other solutions in the market but didn't think they could meet his business needs. "None of them offered enough power and flexibility to dive into problems and troubleshoot them the way I wanted to."

Riley found what he was looking for in LabTech. "To me, the keystone of LabTech is its extensibility. Because of the way the scripting and monitoring engines are built, I can directly go in a query, pull files from the customer's system, and write a script that will go parse that file. I can even run direct queries against the SQL back end," he explains. "These are just some examples of the kind of power I was looking for. In my scripting, I hadn't gone so far to do that yet and I needed something that could collect information, parse it, and aggregate it for me. For me, that's the power behind LabTech."

LabTech delivers time savings and increased customer service levels

After using LabTech for about a year, Riley is already starting to see tangible benefits for his organization. In particular, he is enjoying tremendous time savings which has increased the level of customer service his company provides. Riley describes, "It definitely gives me a lot of flexibility so I can easily connect into a system to take care of an issue for a customer. In the past, I'd have to get them to



Company:
JNR Networks
Year founded: 2005
www.jnrnet.com

Challenge: To find flexibility and power in a RMM solution to drive into customer issues and improve resolution times.

Solution: LabTech remote monitoring and management (RMM)

Results: Increased productivity and improved customer service with quicker issue resolution. With a comprehensive tool to help manage its business, JNR Networks has seen its profitability increase by 225% year-to-date over last year.

"LabTech has been a key tool in helping us figure out how to run our business well. This year, year-to-date, we're about 225% of revenue and profit numbers compared to last year. And LabTech has definitely been part of that story for us. It has helped us managed that growth."

– JAMES RILEY, JNR NETWORKS

create an account with Log Me In, then approve that, set it up, and then give me the credentials. This process could easily take me 20 to 30 minutes with a slow user – and that was just to get them set up so I could remotely connect in.”

He continues, “Now I simply tell them to go to the client support site, click on the connect button, and they’re in to the Quick Connect, even if they don’t have an agent. So you’re talking 2 -3 minutes versus 30 minutes to do that, which is a wonderful perceived value for my customers.” For customers with agent software, Riley is seeing an even bigger payback. “Probably 50 percent of the issues that they bring up are issues that can be resolved through the command-line, registry and so on. With LabTech, this means that I can resolve them in the back end without ever having to connect to the machine, take over their session, and interrupt their day. That is an amazing power.”

Because LabTech is collecting so much information about each computer, and the way it functions, Riley enjoys the added advantage of being able to drive to problems—and resolutions—faster. “I would say this has probably cut our time to resolution in half. From the time we start addressing the issue to the time we resolve it is probably about half of the time it used to take.”

Added features such as private labeling and robust ticketing a plus

From remote control and troubleshooting to people and process management and more, the LabTech RMM solution can be used to manage almost everything an IT company needs to do to support a successful business strategy. Riley has a lot of positive things to say about private labeling and LabTech’s robust built-in ticketing system. Riley feels it is important to present a common look and feel to his clients and has used LabTech’s private labeling feature. He is also excited to take private labeling to the next level with his business. “One of the projects I want to work on is developing a web interface so that it’s more consistent with the way our business runs.”

LabTech RMM has strong integrations with PSA solutions and it also offers time and billing features built right into the ticketing system. Having some PSA functionality built-in works out well for Riley’s company. “We are using the ticketing system quite extensively at this point. As a younger company, I’m going to use LabTech first and become as efficient as possible with that solution before investing in another tool.”

“I would say this has probably cut out time in half. From the time we start addressing the issue to the time we resolve it is probably about half of the time it used to take.”

–JAMES RILEY, JNR NETWORKS



When asked what one of the most important things companies like his should know about LabTech, Riley replies, "I'd tell them the pricing is reasonable and that it's amazingly powerful."

LabTech provides a catalyst for business growth

The arsenal of IT management tools provided in LabTech has made quite an impact for JNR Networks in just one year. Riley describes how LabTech has helped his company become significantly more productive and profitable. "LabTech is a phenomenal tool for me to use in running a business. The tools that it includes allow my employees to quickly resolve problems and I am able to keep an eye on how things are going without interrupting their day. This provides a great way we can collaborate together while not slowing down productivity for constant status meetings."

He adds, "LabTech has been a key tool in helping us figure out how to run our business well. This year, year-to-date, we're about 225% of revenue and profit numbers compared to last year. And LabTech has definitely been part of that story for us. It has helped us manage that growth."

With LabTech, JNR Networks has found the flexibility and power they were looking for in a RMM solution. With a robust scripting and monitoring engine, LabTech helps them easily manage proactive maintenance tasks and troubleshooting. They have increased productivity and improved customer service with the ability to resolve issues in half the time it used to take. As the company adds more clients and boosts profitability, JNR Networks knows it can rely on the extensibility of LabTech to help manage its growth.