



3 STORIES

OF BIGGER SALES & BETTER PROFITS WITH CLOUD-BASED RMM

Autotask Endpoint Management: Simple, Scalable, SaaS

VISIBILITY & CONTROL OF ALL DEVICES

With One Easy-To-Deploy Solution

YOUR CLIENTS ARE
USING MORE TECHNOLOGY.



MSPs that are increasing their
focus on endpoint management¹



Mid-market companies spending
more on technology vs. prior year²



Annual growth rate for
BYOD smartphones³

To capture that business at optimal profit, you need a modern remote monitoring and management (RMM) solution like the one these IT service providers use.

Mirus IT Solutions

↘ **\$192,000** technician costs

Sutton County, UK

+ 3,500 endpoints added instantly

SMB Support

↘ **15%** less effort with better service

Autotask Endpoint Management (AEM) delivers these capabilities via a highly scalable and cloud-based architecture. It's quick to set-up, simple to deploy and easy to use—resulting in almost instant time to value.

1

BETTER, MORE PROACTIVE SERVICE AT A LOWER COST

Mirus IT Solutions, London and Milton Keynes, UK

⚡ **\$192,000** technician costs



PROBLEM

The on-premise RMM tool for Mirus suffered from recurring backup problems and caused eight days of downtime a year for updates. Disaster recovery and business continuity were always top-of-mind should the tool go down for an extended time.



SOLUTION

Mirus upgraded to Autotask Endpoint Management (AEM), which gives complete control of devices—regardless of network configuration, operating system or how machines are distributed. Integration with Datto helped to solve the backup challenges.



RESULT

Mirus has freed up about 60% of one engineer's time while offering a better level of service to customers. Overall, Mirus expects to save around £125,000 a year (USD \$192,000) in salary costs.

“With Autotask Endpoint Management, we’re able to offer a better level of service to customers while freeing up significant time for our support engineers.”

— Paul Tomlinson, Managing Director, Mirus IT Solutions

MORE ON MIRUS

View the complete [case study video](#).



2

IT SUPPORT GROUP STREAMLINES SUPPORT FOR SCHOOLS

London Borough of Sutton County, London, UK

+ 3,500 endpoints added instantly



PROBLEM

The IT group for Sutton County's schools provides support to administrators and teachers. Keeping a growing number of devices up-to-date and running across multiple schools is critical.



SOLUTION

Autotask Endpoint Management provides the school district resilience and scalability while enabling software deployment and management, as well as device management across multiple locations.



RESULT

The schools can immediately take advantage of opportunities to add the latest technology and be assured it will be supported.



“The SaaS-based nature of Autotask Endpoint Management makes it hugely scalable, allowing it to swallow up to 3,500 endpoint devices without blinking.”

— Darren King, Network Support Manager, IT support group for London Borough of Sutton County

MORE ON SUTTON COUNTY SCHOOLS

View the complete
[case study video](#).

3

SMALL IT SUPPORT FIRM SEES QUICK RETURN

SMB Support Corp., New Jersey, USA

⚡ **15%** less effort with better service



PROBLEM

SMB Support Corp. used separate products for business management and RMM. Both were proving unreliable, and client dissatisfaction grew. The company needed a quick turnaround.



SOLUTION

Autotask Endpoint Management gave SMB a minimal ramp-up time. The company was able to quickly go live with a core set of features, and then tap other features as needed.



RESULT

SMB Support has realized a 10%-15% reduction in effort, enabling employees to spend more time pleasing customers and less on non-value-adding tasks.

“Being a small business, I needed something that we’d be able to start working with right away. With both Autotask and Autotask Endpoint Management, I was able to go to market immediately with the core set of features. Both are very easy to implement.”

— Jon Conant, Founder, SMB Support Corp



MORE ON SMB SUPPORT CORP

View the complete
[case study video.](#)

AUTOTASK ENDPOINT MANAGEMENT



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COMPLETE

Autotask offers everything you need in an endpoint management solution:

- ✓ Discovery and audit
- ✓ Remote support
- ✓ Scripting
- ✓ Monitoring
- ✓ Patch management
- ✓ Software deployment
- ✓ Power management
- ✓ Dashboards

AUTOTASK INTEGRATED

Best of all, this solution is fully integrated with the Autotask business management platform—giving you unmatched visibility, accountability and control. It can also be purchased as a standalone offering.

¹ Autotask, *2015 Managed Services Market Study*, www.autotask.com

² "Mid-market Companies See Technology as Key to Growth: Survey," *The Wall Street Journal, CFO Journal*, <http://deloitte.wsj.com/cfo/2014/10/08/mid-market-companies-see-technology-as-key-to-growth-survey>

³ Hamblen, Matt, "With BYOD smartphones on the rise, IT headaches will become migraines," *ComputerWorld*, Jan. 27, 2014, <http://www.computerworld.com/article/2487005/byod/with-byod-smartphones-on-the-rise--it-headaches-will-become-migraines.html>