

CORRECT SOLUTIONS PROVIDES



MANAGED IT
SERVICES



VOICE AND DATA
(VOIP/SIP)



CLOUD
COMPUTING



PROJECT SERVICES AND
PROCUREMENT SOLUTIONS

FOR LARGE AND SMALL COMPANIES
ACROSS SYDNEY, AUSTRALIA.



They primarily use two tools for their MSP - Kaseya, which they've used since 2006, and ConnectWise, which they've used since 2007. However, Correct Solutions Kaseya Administrator Damien Gardner says the two discrete systems were a source of frustration.

With a business goal to make their systems more efficient, they identified consistent monitoring across all their customers as something they could implement to achieve that goal. So they engaged MSP Assist to integrate the service desk with their RMM to create that consistency.

"MSP Assist is the only solution that does that. The big thing for us is that over a weekend, or overnight, ConnectWise has created hundreds, if not thousands, of tickets that need to be reviewed, solved, merged and tidied up."



He says MSP Assist's solution has significantly reduced the noise de-duping tickets to reduce the 10 down to one has been really valuable" - which mean their clients are getting more consistent service.

"Our customers get what they pay for - when we sell our services, we give them a sheet as to what we monitor, and now we have the confidence to say exactly what is being monitored... the quality of what we're monitoring and what our clients are being alerted to is now better."



Two-way synching between Kaseya and ConnectWise has also been really important for Correct Solutions.

"The monitoring is good, but unless it feeds back to ticketing and billing, it's two disparate systems... Without a doubt MSP Assist has removed the pain of what Kaseya provides."



Damien says the reduction in tickets has had a significant impact internally, too.

"Our service co-ordinator was spending an hour each day to get it cleaned up before the other technicians start work. To reduce his time spent, as a valuable resource, means he's more efficient and can be doing other stuff."



While developing the integration took a little time initially, the Correct Solutions team saw an immediate improvement once the system was deployed.

"For the most part it's set and forget. We certainly deployed it one day and got results the next. It was a big change, day one - I let everyone know we were making the change and to expect more meaningful tickets and that was their experience."



Ultimately, Damien says it's the quality of expertise and industry connections they get from the MSP Assist team that is most valuable.

"They are fantastic, in terms of being able to give assistance, across both systems to resolve any issue. I don't have any doubts as [to them] being fixed. They have their foot confidently in both camps, which is invaluable in resolving issues. Paul knew what to say and who to say it to, so we can make progress with support from each of the systems we use."



*"If we had this at the start,
we'd be so much further ahead
than we are."*

