

StoredTech runs *managed IT, cloud, security and tech support solutions* for businesses around the world.

They pride themselves on their ability to support their clients through the complex world of IT and, in doing so, optimise their businesses.

1000
MSP CLIENTS

globally with

47,500
ENDPOINTS

He says the whole drive behind his MSP business is to actively manage his clients' networks - being on top of the tech in such a way that they can identify and resolve issues early, improving outcomes for their clients. The solution MSP Assist built has drastically reduced the ticket storm StoredTech faced every day.

"We get an avalanche of data that needs to be converted to usable information. Steve and Paul at MSP Assist filter all the information to provide us only actionable information. When we get an alert, we know it is valuable to us and that it is something we need to act upon... MSP Assist allows us to find that needle in a haystack."



MSP Assist has saved StoredTech years of development time.

"We would have wasted a lot of time that could have been spent servicing our clients, and creating client delight, which is the most important thing. It meant we could go out and be immediately effective."



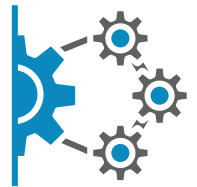
He says their ticket numbers have been reduced by 50 per cent, allowing the StoredTech team to put their energy in the right places.

"Working with MSP Assist has meant higher profitability, less headaches for the engineers and more client delight. And our engineers are better utilised because they're focusing on tasks that are actually valuable. It also reduces the amount of rework, if we can find a root cause, we're not going back to fight it again and again."



Before engaging MSP Assist, StoredTech had been using Kaseya for RMM, but they needed to integrate it with the PSA tool Autotask. StoredTech CEO Mark Shaw says MSP Assist bridged the gap between their two systems.

“They basically took all the heavy lifting out of getting Kaseya up to the standard we needed it for monitoring our clients’ environments.”



Mark also runs Techs+Together, a community group of about 315 MSPs. He says MSP Assist gave StoredTech the tools it needed to grow exponentially, so he’s taken those tools to Techs+Together, too.

“We used MSP Assist to resell those same sort of monitor sets to Techs+Together tenants. They allowed us to take our MSP from a slow ramp-up to an exponential ramp-up, very quickly. Now Techs+Together tenants can be up and running like one of the big boys, even if they only have 100 endpoints. They can be acting like they’re running 10,000 endpoints or 100,000 endpoints. We reduce their learning curve and time to market - by reducing the work they have to do at the back end so they can go out and focus on growing their business.”



But Mark says the best part of work with MSP Assist has been the superior support.

“We have an amazing relationship. The team is dedicated, they’re personable, approachable, the level of service and support and the amount of personalised input that they’ve given us, is what separates them,” he says.



“You want a vendor who you can pick up the phone or send an email, and someone’s going to respond who is going to care and engage with you. They’ve taken technology from a company thousands of miles away and made it feel like we could just go down the hall and knock on their door. It’s worked wonders for us. Their product is one of the core foundations of what we do. It’s been instrumental to have the MSP Assist team with us.”

