



Capital Computers & Networks, Inc. **CASE STUDY**

When Tom Watson looked for a better remote monitoring and management (RMM) tool, he found a solution that not only did the job well, but virtually added an extra technician and became a sizable profit center.

After researching other RMM tools moving over from Kaseya, Watson implemented LabTech in late 2010.

Watson is CEO of Capital Computers & Networks, a managed service provider (MSP) that offers systems integration, PC and server sales, and managed services in the Washington, DC metropolitan area. With offices in Leesburg and McLean, VA, the company primarily serves law firms, government contractors and non-profit organizations.

Watson is happy that LabTech allows him to provide his customers with a bundle of services at a low cost. Watson uses LabTech to protect and maintain networks, servers, workstations and laptops in real time, as well as to provide remote support, asset inventory management, virus protection and security.

Built by system administrators for system administrators, LabTech manages the entire technology infrastructure from one central interface to increase the efficiency and productivity of technical support.

LabTech Lets Capital Computers Be Proactive

"LabTech is critical to our success," Watson said. "We couldn't do managed services without LabTech, because it allows us to be proactive and address problems before they become a major issue or outage. With LabTech, we can detect problems before they reach a critical level and resolve them without interrupting end-users."

LabTech gives Capital Computers the tools to efficiently deploy patches, develop scripts to automate routine functions and provide greater visibility of its customers' networks and devices, all from a remote location.

Watson relies so much on LabTech that he said his company has eight technicians – seven people plus LabTech.



CAPITAL
COMPUTERS & NETWORKS, INC.

Company:
Capital Computers & Networks, Inc.
Year founded: 2003 (originally as TechStream Network Services, becoming Capital Computers & Networks in 2006)
www.capcomputers.net

Challenge: To provide a bundled, customizable remote monitoring and management solution that automates routine maintenance so Capital Computers could be more efficient and proactive.

Solution: LabTech remote monitoring and management (RMM) platform.

Results: A cost-saving solution that generates more than \$195,000 a year in billable hours.

"LabTech is critical to our success. We couldn't do managed services without LabTech, mainly because it allows us to be proactive and address issues before they become a major issue or outage."

– TOM WATSON, CAPITAL COMPUTERS & NETWORKS



LabTech Quickly Becomes a Profit Center

One of the biggest benefits of switching to LabTech is financial – LabTech conducts the routine maintenance he used to pay a technician for, at a fraction of the cost.

“The cost benefits are amazing,” Watson said. “LabTech is not overhead. It’s a profit center. That’s key. I didn’t expect it to be a money-maker. Instead of paying a salary of \$65,000 a year, I can buy a product at a fraction of a technician’s salary and bill an extra \$195,000 a year,” he said.

After 12 weeks of use, LabTech paid for itself. Plus, LabTech doesn’t complain, works 24/7 and does the same thing the same way every time, reducing omissions and errors.

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Managed Services Builds Efficiency and Profits

With ongoing, routine maintenance, his customers’ networks have become more stable and reliable, reducing the number of service tickets and time his team spends resolving issues.

“More service tickets are good if you’re using a break-fix model, but when you use managed services, time is of the essence,” Watson said.

“Under our managed services model, we offer unlimited support at a fixed monthly cost. The way to make money in this model is to work fewer hours, but you need the right tools. LabTech gives us that.”

Remote Monitoring Reduces On-Site Visits, Saves Time

With gas prices on the rise and a business that serves customers in a major metropolitan market, LabTech helps conserve fuel, reduce travel time and decrease costs associated with travel.

The Washington, DC metro area stretches across parts of Maryland, Virginia and West Virginia, and has some of the most congested traffic in the United States. Capital Computers doesn’t charge customers for travel time, but pays employees for time, gas and tolls. That means Watson can take a major hit when he provides on-site service.

With LabTech, Watson’s team can solve most problems from the convenience of their laptops, no matter where they are. And because they work more efficiently, they can focus on more important issues that generate more revenue.

Become Less Reliant on Human Techs

When one of Capital Computers’ technicians left the company earlier this year, the company continued offering the same services without missing a beat.

“It didn’t affect us at all because LabTech is doing what the technician was doing,” Watson said. “LabTech conducts the defrags, disc cleanups and checks the logs. It takes a lot of the busy work away, automates it and makes it billable. I wanted to be less dependent on an individual and more dependent on a system. LabTech allows that to happen.”



He likes the idea that LabTech is reliable, consistent and has a scheduling function. The LabTech agent checks each computer and network every five minutes, and if it needs maintenance, integrates it with the ConnectWise ticketing system. If the issue is critical, LabTech fixes it immediately; if it's non-critical, the fix is delayed and automatically fixed during scheduled maintenance.

"I don't have to do a thing, and because LabTech's system is so automated, it rarely misses a thing," Watson said. "It doesn't skip critical steps, which could make a system crash down the road. LabTech does the work for you, and it does it the same way every time."

LabTech Outweighs the Competition with Integration and Value

When Watson considered other RMM solutions, he kept coming back to LabTech because of its benefits, ranging from his ability to customize the tool to its ease of use.

"Other RMM solutions were hard to navigate, weren't customizable and had higher costs," Watson said. "But the biggest thing was, they didn't work well with ConnectWise, which I use to run the back-end of my business."

"The integration between tools needs to be as tight as possible," he said. "I could see the integration between ConnectWise and LabTech coming, so I dropped Kaseya because I knew ConnectWise and LabTech would work better together."

LabTech's system is flexible enough that Watson customized it to fit his needs exactly, taking his services to a whole new level.

His techs also find that LabTech is easy to use, so it boosts efficiency from the start. "Everything about LabTech is intuitive, so there's a low learning curve," he said.

Manage Systems and be More Proactive from a Single Screen

LabTech makes solving customer issues easier because of the way it provides and organizes information about each computer on a single screen. This allows Watson to take good look inside specific computers and be more proactive.

"I don't have to go to five or six different places in the software to gather information or perform an action. I can click on a specific machine and see its CPU utilization, antivirus status, amount of memory, age of computer and its operating system. When a customer reports his computer is slow, I can get preliminary information about the computer before I even call the customer.

"When I first saw the way LabTech organizes information about each user's computer, I thought, 'You guys figured it out.' It makes monitoring and maintenance so much easier."

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Scripts: A Simple Way to Save More Time

Watson uses LabTech's scripts to automate routine functions, such as automatic defragmentation, disk cleanups and scheduled reboots.

"Scripts allow us to take care of many things on multiple machines at one time, reducing the number of man-hours we work. When we install antivirus software, we can use a script to deploy the entire package to all computers in 30 seconds, rather than spending 10-20 minutes on each computer to install antivirus software."

Customer Support Made Easy

When you're in the business of providing a service, it's crucial to be backed by a company that lets you offer the best service possible.

LabTech provides a high level of support that makes it easier for Watson to serve his customers, and LabTech responds quickly to his calls for support. He also relies heavily on LabTech's website, labtechsoftware.com, to gather information for customers, such as white papers and screen shots.

LabTech Boosts Staff Efficiency and Productivity, Sets Stage for Growth

With LabTech, Capital Computers has been able to boost efficiency and set the stage for future growth. As Watson's team monitors the health of the network, they can troubleshoot most issues proactively, before minor issues become bigger problems. Plus, LabTech is smart in the way it gathers and organizes information, making it easier to learn and use.

By switching to LabTech, Capital Computers has been able to spend less time handling basic tasks and focus on growing its customer base, a trend Watson believes will continue in the years ahead.

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