

“It’s always been of great excitement to me that I can bring the PSA and RMM aspects of my business together. But now with the upgraded API, I can actually see the benefits of the relationship; everyone likes to be ‘shown,’ no one likes to be ‘told.’ The API integration pinpoints the exact information, allowing me to physically show my customer what is being done.”

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Jason Holbrook
Principal and Chief Security Officer
Empower Information Systems

Empower Information Systems Dispatches 330 Tickets in under 2 Hours with Continuum/Autotask Integration

As a loyal Continuum partner since 2011, Jason Holbrook, Principal/CSO of Empower Information Systems, has been able to transfer that same loyalty to his end users. This is because he has enjoyed a strategic and efficient relationship with Continuum, as well as its integration partners, including Autotask.

Holbrook, who says he has realized tremendous growth with support from Continuum, wanted to have that same type of positive impact with the updated Autotask integration that he and his team migrated to earlier this year. The bottom line, Holbrook says, is that when he is looking for a vendor to partner with, he needs to know they will help him get his business to where it needs to be.

“When you are looking at this from a business standpoint, you ask yourself, ‘Am I able to accomplish my business goals and get it right the first time, every time,’” Holbrook said. “With this latest API integration (with Autotask), our efficiencies are even tighter; it’s almost like it’s intuitive.”

Shortly after adding Continuum’s services, Empower signed up for Autotask’s ticketing system. Holbrook says he was excited about the prospect of an upgraded API, and that he would be able to combine his ticketing solution with the full gamut of services that he utilizes from Continuum.

“Before the API integration, you had a ticketing solution and a management solution that was dependent on pulling information,” Holbrook notes. “You had to know what asset was specifically deployed via Continuum, and my techs were dependent on running a script. There was also a time lag, which could cause confusion, and put us in a position where we were not able to get our customers accurate reporting because the assets hadn’t shown up yet.”

Holbrook adds that the API integration between Continuum and Autotask allowed for near real-time asset integration. “It’s really the best of both worlds, from two vendor partners, who are strategically aligned with our goals and efficiencies,” he said.

1 Success Story: Empower Information Systems with Jason Holbrook



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Monitoring assets in real time is extremely important to Holbrook not only because he wants to provide his clients with the utmost level of service, but many of his clients are involved in time-sensitive verticals such as healthcare and government, where obtaining real time information as rapidly as possible is critical.

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Holbrook also admits that prior to Autotask he had tested out several other PSAs, but he felt that something was missing. It wasn’t until his account manager from Continuum reached out to him three years ago and suggested the integration with Autotask that he chose one.

“We had tried out a bunch of different PSAs, but with Autotask, we were really impressed with the ticketing aspect of the PSA more so than any of their competitors,” Holbrook said. “We just grabbed it and ran with it, and also found a way to leverage our Continuum Remote Monitoring and Management (RMM) platform as well.”

The Autotask/Continuum fit continues to serve Empower well with the latest API upgrade. Holbrook said that on a recent Friday afternoon, he sat down with one of his techs to resolve more than 300 tickets; this included everything from server upgrades, anti-virus issues and workflows. Because of the powerful new integration, they were able to knock out every last ticket in less than two hours.

“Because of the API integration between Continuum and Autotask, we were able to knock out 330 tickets in 90 minutes,” Holbrook said. “I have never seen anything like that before. And as we move forward, I have grand expectations that I will have data showing that we are turning more tickets, and I will be able to add more to my customer base without increasing my staff.”



Company

Empower Information Systems
Newport News, VA

Website

www.empoweris.com

Business Challenge

The ability to resolve more Help Desk tickets while still adding new business without having to hire additional staff. Time lag between their ticketing and monitoring systems created incomplete reporting.

Solution

An upgraded ticketing system from Autotask that integrates seamlessly with Continuum’s Remote Monitoring and Management (RMM) platform, network operations center (NOC) and Help Desk.

Results

The ability to resolve more Help Desk tickets while still adding new business without having to hire additional staff.