N-sight allows Mnemonica to save time and resources

N-ABLE™

About Mnemonica

Based in Sofia, Bulgaria, Mnemonica is a leading Managed Services Provider (MSP) offering system monitoring, hardware and software integration, and cyber-security solutions to the enterprise and SMB community. The company currently uses N-able N-sight to manage approximately 500 endpoints with its largest customer having around 2,000 users.

Since 2009, Mnemonica has successfully implemented over 1,000 projects for 200+ customers, positively impacting the work of more than 100,000 employees.

Challenge

Mnemonica needed to optimize the time needed to manage client workstations remotely and operate more efficiently.

The Solution

After evaluating several different remote monitoring and management solutions, the company selected N-sight through their distributor Computer 2000 Bulgaria.

"We settled on the solution because we identified it as a tool that would allow us to manage and monitor various environments and devices for our customers. The free 24/7 support was also a key factor in our decision," says Vihren Slavchev, CEO of Mnemonica.

The Results

Slavchev says that Mnemonica finds all the features of N-sight valuable, but they particularly like the monitoring function. "We use N-able to monitor literally everything. Unlike other remote monitoring software that focuses on one platform, N-sight allows us to monitor workstations and servers on different platforms and operating systems," he points out.

N-sight's remote monitoring capabilities have been key to the quality of service Mnemonica offers as they can be more pro-active when it comes to managing their customers' environments. "For example, we can monitor devices in terms of RAM and CPU and monitor connectivity through N-sight

MNEMONICA
Mastering Security Delivering Protection

€5K savings/month, approximately*

30% decrease in Customer Service department workload*

50% IT staff time savings, approximately*

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 - **Vihren Slavchev,**
   CEO of Mnemonica

*All estimated values

RMM and also check to see if a device is down," says Slavchev adding, "I also like that it monitors Windows servers, Linux servers, printers, network devices, and virtualization servers like VMware and Hyper-V."

Besides monitoring, Slavchev finds patch management to be one of the most valuable features of N-sight. "We use it for Windows updates and backup services, so whenever there's an error or backup problem, we'll get alerts from the solution, so it allows us to do a `lot of preventative maintenance," he says.

A key concern for Mnemonica is time to resolution. "If we have to troubleshoot a customer problem or there's a major incident and we have to monitor two or three systems and open multiple tabs on those systems, it's going to be very slow, especially if we have to switch between each step to see what's going on in each of them," Slavchek points out. "The solution is one of the best we have used so far. It is easy to use because we have one interface that allows us to take care of multiple activities from a single dashboard."

Mnemonica has been working in the field of system administration and end-device support for its customers since 2009. Since using N-sight to automate system administration processes, resolving customer issues has never been faster.

"N-able has allowed us to increase customer satisfaction and significantly reduce the workload of our customer service department by over 30%," Slavchek estimates. "Our technicians also spend approximately 50% less time managing customers remotely as they don't need to make frequent customer visits."

Partnership

Mnemonica has very little direct contact with N-able, as their contact is primarily through Computer 2000, the Bulgarian distributor. "Computer 2000 provides excellent support and keeps us updated on the resources N-able provides," Slavchek explains.

"N-sight is a reliable solution that is simple to use and deploy, but the support from Computer 2000 is extremely important because we turn to them and their expertise in both solving day-to-day cases and identifying the needs of new clients," he concludes.

About N-sight

N-sight RMM platform delivers a powerful combination of capabilities that get you up and running fast, for one low price. So you can quickly earn more, while paying less.

Learn more by visiting n-able.com/products/n-sight-rmm

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N-able fuels IT services providers with powerful software solutions to monitor, manage, and secure their customers' systems, data, and networks. Built on a scalable platform, we offer secure infrastructure and tools to simplify complex ecosystems, as well as resources to navigate evolving IT needs. We help partners excel at every stage of growth, protect their customers, and expand their offerings with an ever-increasing, flexible portfolio of integrations from leading technology providers. n-able.com