

Case Study

Gaeltek and Managed Workplace 2009



After several years of using Managed Workplace to deliver managed services profitably and grow their business, Gaeltek got a sneak peak at Managed Workplace 2009 by joining the beta program for Level Platforms' next generation MSP platform.

The Opportunity

Back in 2005, Gaeltek used Managed Workplace to start moving away from the inefficiencies of their former break-fix business model by deploying basic monitoring, alerting and reporting services across their customer base.

The quickly-realized ROI was achieved through Gaeltek's significantly increased responsiveness and efficiency in resolving customer issues, thanks to the comprehensive, current information that Managed Workplace makes instantly and continually available. Customers were very positive about the increased reliability of their IT environments, and found great value in the Managed Workplace reports that Gaeltek provided to keep them informed about recent activities and long-term trends.

Over the years, Gaeltek has continued to grow their ROI and their business by using Managed Workplace to expand their high value, proactive and standardized managed services—all without having to hire additional staff. They realized significant cost reductions and higher productivity, for example, when they automated many routine but important tasks like patch and application deployment, and scheduled maintenance activities.

Gaeltek joined the Managed Workplace 2009 R1 beta testing in November of 2008 to get an early look at the new features that include extensive usability, customization and speed improvements for the central dashboard, reports, branding, policy module management and more. "We always look for opportunities to provide feedback on the products that we use to make our business more efficient," says Andy Harper, CIO Gaeltek. "We jumped at the chance to be involved in the beta because we know firsthand what will be most beneficial for our business."

Situation

After using Managed Workplace to smoothly transition to managed services in 2005, Gaeltek quickly achieved profitability and have been growing their business ever since. In late 2008, they signed up for the Managed Workplace 2009 beta program to see how Level Platforms' next generation MSP platform could work for them.

Company Profile

Founded in 2004, Gaeltek LLC is a full-service IT consulting firm. Gaeltek, a Microsoft Gold Certified Partner, provides managed services as well as network design, maintenance, management and web development services to small and mid-sized business clients in the Washington D.C. metropolitan area. Gaeltek's mission is to develop and maintain IT solutions that help businesses operate more productively and cost-effectively.

Solution

Among the many features Managed Workplace 2009 delivers, automated collection of device asset tags is particularly timely because it will support Gaeltek's upcoming client budget reviews. With a much faster user interface and a range of new customization options, Gaeltek looks forward continually improving their operational efficiency and expanding services with Managed Workplace.

Results

- Significantly more efficient operations, achieved on multiple fronts from reduced travel time to proactive maintenance
- High level of satisfaction with the product and the partnership with Level Platforms

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Partner Solution

Gaeltek installed the Managed Workplace 2009 R1 beta ISO on their virtual environment in approximately 1.5 hours. “We never had any issues either during the installation or testing. Right away we could see that the implementation process was designed to be elegant,” says Harper.

The usability enhancements and new features in Managed Workplace 2009 R1 “became evident as soon as we deployed beta. The speed of the central dashboard is phenomenal. In fact, everything is fast now, and with the new ability to customize visible content, we can really focus on what we want.”

The Benefits

The new Asset Tag feature is particularly valuable to Gaeltek’s business because it can be used to support accurate budget planning as well as future growth and infrastructure recommendations. “The automated gathering of asset tags is a godsend—we’re going into budget review with our clients now, and being able to clearly identify devices by their serial numbers has made the whole process much more efficient,” Harper explains. “Many of our clients count on us to help them plan successfully for the future, and this detailed data is very useful for that purpose.”

Acknowledging that they are “happiest with product enhancements that can help them be more efficient”, Gaeltek will also be leveraging the new bandwidth monitoring and alerting capabilities, as well as the policy module management features that allow them to configure global settings for selected modules in a few clicks.

As for the current state of the global economy, Harper’s experiences in recent months have left him feeling optimistic. “As more SMBs outsource their IT to lower their costs, they still need to maintain highly reliable security and reduce or eliminate failures to protect their businesses,” says Harper. “We know that our managed services offering with Managed Workplace remains a highly competitive option that meets these different needs and delivers a great deal of value for the dollar. If anything, we’re only seeing more opportunities to grow our business.”

“Absolutely brilliant! With Managed Workplace 2009, Level Platforms again demonstrates their renowned commitment to their Partners’ success with a fast, flexible, powerful platform that delivers.

Managed Workplace has been the solid cornerstone of our managed services offering for so long that at this point I would say that we can’t live without it.

Over the years, the Level Platforms team has clearly differentiated themselves not only with a great product, but by offering many valuable resources from the Partner Forum, which lets us share ideas and benefit from knowing how others are using Managed Workplace—to unparalleled business and technical support.”

Andrew Harper
Chief Information Officer
Gaeltek, LLC



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