

Boundary IT Services has been helping businesses in the South East of England for over ten years, specialising in Business Systems, Networking and Telephony support. A relatively new addition to the business has been to offer Managed Services and Director Stuart Cudlipp explains that key to the new service was having the right technology. “As a new arm to our business we were looking for an affordable product that could effectively support our clients. I discovered CentraStage via its Twitter account believe it or not, and because of the option to open a free trial account, was soon able to put the technology through its paces.”

PRODUCT EVALUATION

With customer requirements varying massively, Stuart has found that the advanced technology CentraStage offers packaged in a simple, easy to use format, together with straight forward pricing and licensing offers him the flexibility he needs to find a solution for all of them. “We offer high quality services to suit all sizes and budgets and although I evaluated several products, they either specialise in one area or are unrealistically priced – CentraStage offers a range of tools we can use and comes with an affordable price tag. Our customers are really impressed that we can carry out so many tasks remotely and offer them both time and cost savings.”

As part of the evaluation process, Boundary IT chose CentraStage technology above other technologies for the following reasons:

1. It is easy to deploy without the need for complex firewall or routing changes to multiple sites.
2. It offers a free trial which enabled Boundary IT to test the features and usability without committing to a purchase.
3. No expensive hardware is required as CentraStage is a managed service.
4. CentraStage is the only product of its type with a simple, per device licensing model with no minimum license count – ideal for a new Managed Service Provider (MSP) such as Boundary IT.
5. The reasonable price per license makes it economical to deploy to all workstations rather than limiting to only servers.

GROWING THE BUSINESS

Boundary IT Services now offer 24 hour monitoring of client workstations and servers, software and hardware auditing, reporting and remote takeover to solve issues. The remote takeover is a key offering which has really helped the business impress clients as they see problems being fixed within minutes rather than days. Clients are small to medium sized businesses, so companies who are looking for value for money and who appreciate the cost saving and efficiency improvements CentraStage offers them.

The ability to audit software and hardware means that not only can Boundary IT provide daily/weekly or monthly reporting as required but it can proactively manage systems and suggest improvements. An example of this being license management – a regular CentraStage audit can constantly track whether a company has unused or out of date software.

ONGOING DEVELOPMENT AND SUPPORT

Having used the technology for a few months now and rolled it out to a number of customers, Stuart explains why CentraStage has become a key part of his new Managed Service offering: “With any product, ongoing support and development are crucial and even more so with a product such as CentraStage. Once you have deployed agents to hundreds of workstations you want to know that the product is robust and that any issues

will be dealt with swiftly. It is also vital that the product continues to develop and in the six months we have been using CentraStage, we have witnessed many new features being added, many as a result of requests and ideas from end users. The technical support has been excellent and all of this keeps adding value to an already reasonably priced investment which I am confident will carry on as the product and the brand continue to grow.”

ABOUT CENTRASTAGE

CentraStage is an Information Technology (IT) support platform with a difference – affordable, advanced remote computer management. A web-based device management platform designed to improve the management of servers, PCs and laptops, CentraStage can save IT support organisations both time and money. From individual users to sophisticated IT managed service providers, CentraStage is designed to run on any device, computer, server and laptop. Functionality includes audit, monitoring, remote support, deployment and reporting.

For further information, please contact www.centrastage.com or info@centrastage.com