

Ashleigh Consulting is an independent company based in the South West of England specialising in outsourced IT support for small and medium sized businesses. Using CentraStage technology enables Ashleigh Consulting to operate as a remote Information Technology (IT) department for its customers. Having previously used Hound Dog and NTR, John Beardon, Senior Partner of Ashleigh Consulting has fully explored the benefits of similar technologies and explains “I can offer the support of an in-house IT department but at a fraction of the price because I can manage everything from my office.”

## REMOTE TAKEOVER ON DEMAND

“I have re-packaged the CentraStage offering under the banner “Totally Remote” and I find that customers are impressed that I can offer them support without the interference of visits during working hours. Routine maintenance such as de-frags, disk checks, removing temporary files and checking windows and virus updates can all be performed remotely or automatically and any updates can happen out of hours. When I am on site with customers I have the time to be proactive, get involved with projects and can focus on helping them get the best out of their IT.”

For those customers who don't have an ongoing support contract, John has cleverly marketed Remote Takeover On Demand (RTOD) to be “Instantly Remote” where anyone with a technical problem can sign up for an instant, one-off support service.

## ADVANTAGES OF CENTRASTAGE

John has found that CentraStage offers advantages over other technologies in the following areas, “For server monitoring CentraStage does everything I require and automatically sends alerts to my SmartPhone. The tunnelling of Windows Remote Desktop Protocol (RDP) connections has also been a boon, especially with customers whose routers I have had to lock down due to the Payment Card Industry (PCI) compliance regulations. I find RDP connections via CentraStage faster and more stable than those made directly and a lot faster than the remote sessions I experienced using NTR. Deployment is also pretty simple. I upload the CentraStage agent (CAG) to a secure area on our web site which makes it easier to deploy either when on site or via RDP. I have also made use of the script available on the forum to deploy the CAG to all devices on the network which was a lot easier than using the application assignment functions of Windows Server.”

## ONE SOLUTION – MULTIPLE TOOLS

John concludes – “CentraStage brings many of the tools that I use to support my customers into one system – remote support, audit, monitoring. The ability to run Jobs, using Components of my choosing, gives me huge flexibility when supporting and managing servers and computers, and ultimately saves me vast amounts of time and effort. By adopting CentraStage we have been able to consolidate monitoring and remote control of customers systems into one reliable platform that can be customised specifically for each environment. This has lowered our costs and allowed us to provide an even more comprehensive service to our clients.”

## ABOUT CENTRASTAGE

CentraStage is an 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.