

## **CASE STUDY**

**COMPANY: Pelycon Technologies**

**INDUSTRY: MANAGED SERVICES**

*“We’ve offered up N-able Take Control for our clients so they can work from home.”*

Michael Lynn, Network Engineer, Partner at Pelycon Technologies

Pelycon Technologies was founded in 2016 to provide IT support that stands out. They help small- and medium-sized businesses (SMBs) succeed by implementing and maintaining the best IT systems and solutions suitable for their line of business, ranging from healthcare, legal professions, restaurants, and property management firms across the US. The team at Pelycon Technologies is made of seasoned engineers focused on solving IT problems and building valued and lasting relationships with their clients.

The professionalism combined with personal attention were the main drivers behind their company growth; clients recommend Pelycon for outstanding service, top-notch technicians, and systems that actually work.

### **THE CHALLENGE**

Pelycon Technologies was founded by three engineers with extensive experience in technology and IT management services. From day one, they differentiated themselves through a special approach to IT, oriented toward customers’ needs and choosing the right technology to enable their clients’ businesses and help them thrive.

The three partners at Pelycon had a lot of experience in testing and selecting the proper tools to help them succeed. Having worked with multiple other solutions on the market, they decided to go with the N-able™ N-central® network monitoring platform—and realized the power that was there via its easy-to-use interface. After choosing their RMM platform, their biggest desire was to bring connectivity directly to their end users—enabling them to connect directly to technicians for support without needing to use phones or email.

### **THE SOLUTION**

Soon after implementing N-central for monitoring and managing machines and servers, a team member recommended MSP Anywhere (soon to become N-able Take Control). Michael Lynn and his partners found it had all the features they were looking for.

It gave them the ability to offer instant IT support to clients while enabling users to conveniently contact them via a quick click on an icon. When users need help, they use a connect link, the request pops up in the Pelycon’s queue, and their engineers can grab that request and deal with it.

“Take Control helped solve the problem. It made users very happy, increased Pelycon’s brand recognition, and became a tool everyone uses very often.” Lynn commented.

Clients from the healthcare industry especially appreciate this tool. At times, they had patients in the room when the IT didn’t work. With Take Control, they can connect with Pelycon for computer

problems while the patient is in the room, and Pelycon can quickly work on the issue. The healthcare staff doesn't have to come out of the room and make a call; they can simply connect with and talk to a technician discreetly.

For prospects and clients not under management via N-central, Take Control Plus enables the team to connect to their machines and get the job done quickly and easily.

"We don't have to go on-site to work on things. If a user has an issue and does not have N-central, just the fact that we can have a session without having to install any other back-end tools saves us time," says Lynn.

## **BENEFITS**

When the pandemic hit, it was even more vital that Take Control was there for Pelycon because many of their end users operating work computers in home environments. Clients wanted to connect to a computer in the office while they were at home. In addition to the end-user licenses Pelycon had as part of their contract, they received additional licenses via an offer designed to help MSPs during the pandemic. This let Pelycon offer some licenses to end clients to connect to remote desktops, which turned into a huge benefit. Many companies saw the value of Take Control and continued using it when they realized users can work from home without losing productivity by connecting safely to their work equipment.

Pelycon Technologies and its customers share the benefits of the N-able Take Control solution:

- Enhanced productivity because of the capacity to remotely control multiple machines
- The ability to provide instant support in times of crisis
- Increased satisfaction and trust

"Prospective clients come with horrific issues on their machines and need them fixed right now. Without having to travel, we can connect and fix things. We provide value immediately, and that can lead to a contract for us."

## **THE RESULT**

"We used several options out there, and Take Control is one of the more complete packages that we've seen. I would highly recommend using it and [exploring it deeply]. There is so much in there that can be overlooked because the obvious usage is remote control. But you can run things and move files behind the scenes without having to interrupt the users. A lot of times, we launch automation in the background and need to retrieve files from that automation. With Take Control, we can connect and grab those files without having to interrupt the user, which is a huge feature. The whole tool set is great, and I don't think there are a lot [more features we'd want to see]; so much of it is already there."

Michael Lynn, Network Engineer, Partner at Pelycon Technologies

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N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it eB31asy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale.

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