

KC Computer Support Uses Remote Management to Reduce Hardware Repair Times by 83%¹ and OS Repair Times by 89%



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*Tom Noon, President,
KC Computer Support*

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By utilizing Intel® vPro™ technology–based PCs within their existing system management application, leading Kansas City MSP is able to help clients across the country

Since 2008, KC Computer Support has specialized in being a single point of contact for IT services for small and midsized businesses, including law firms, real estate and architectural firms, and restaurants. “Like many MSPs, we started as a break/fix shop and then transitioned fairly quickly to a managed services provider because we knew we could make a big difference in our clients’ efficiency and productivity simply by knowing what was going on with their systems before they did, and we could nip issues before they become a big deal,” says Tom Noon, President of KC Computer Support.



That strategy certainly makes business easier for KC Computer Support’s customers like Rosemann & Associates, a Kansas City–based architectural firm with additional offices in two other states. Liz Flowers, the firm’s Business Manager, says, “KC Computer prioritizes our relationship and our needs, and they move quickly to find a resolution to our problems. When we go to them, they have a solution for us because they stay current on our industry trends and anticipate changes that we need.”

One of the changes that Noon and his team of technicians made was to standardize Rosemann & Associates on Intel® vPro™ technology–based PCs.² “Our customers look to us to tell them what they need to support their business, and a vPro-based PC is one of those tools that is easy to recommend. vPro reduces the amount of PC downtime Rosemann experiences and increases their productivity,” says Noon.

Saving 90 minutes each time a truck roll is eliminated

“Before we used vPro-based PCs, we would lose 90 minutes for an average truck roll. We have customers all over the Kansas City metro area and Rosemann has offices in two additional states,” says Noon. “With vPro’s remote capabilities, we can eliminate three out of four of those desktide visits. And anytime my technicians are not on the road, they can be working on other projects and service tickets.”

By using Intel vPro technology–based PCs, KC Computer Support has reduced the time it takes to fix hardware-related problems by 83 percent. “With a vPro-based PC, we can remotely diagnose what’s wrong without having to walk the end user through an over-the-phone process. This allows us to avoid a diagnostic visit, and we can take the right part the first time. Simple things, like a boot hanging up on a thumb drive, take 10 minutes to fix,” says Noon.

KC Computer Support monitors and manages work through their existing Continuum® dashboard. “We’ve used other RMM tools, but we needed one that would grow with us and provide an effective help desk function. Continuum has a great support team and a great NOC team, and that has allowed us to grow our business without increasing staff. Their integration of Intel vPro technology’s remote capabilities just adds to the value of the platform,” Noon says.

Understanding the importance of response time and priority of issues

Flowers naturally views the services Rosemann & Associates receives through the lens of a business manager. “What I like so much about KC Computer Support and Tom’s team is that they understand how important response time is and which fire to put out first. I don’t have to manage it. I can turn it over to KC and they understand the level of priority.”

The hardware-based KVM Remote Control in Intel vPro technology-based PCs reduces KC Computer Support’s average OS repair time 89 percent. “Intel vPro technology’s hardware-based KVM Remote Control lets us repair blue-screened PCs remotely from our desk, which saves a lot of time. Without vPro, our remote capabilities in this situation are very limited. A typical blue screen would take us an hour and a half to resolve. With vPro’s KVM Remote Control, we can reduce that to 10 minutes,” says Noon.

This really matters to Flowers: “This is a deadline-driven business and when we’re under deadline and we have a problem, Tom and his team understand what that means. We’ve made a commitment to our clients and he helps us meet our commitments by keeping our equipment running.”

Intel vPro technology lets us grow by at least 20% without increasing staff

Because KC Computer Support can do more remotely, they’re able to increase their client load without having to hire more technicians. “Before we went to an MSP platform and business model, I was losing 1.5 to 2 hours per day per technician to drive time,” says Noon. “By having remote tools like vPro and Continuum in place, and the less that we have to roll a truck, the more our technicians can be billable and productive. vPro will allow us to continue to grow—about 20 percent more—without increasing our staffing, especially because we’re able to do about 90 percent remotely.”

Rosemann’s Flowers thinks that KC Computer Support can help her firm grow too. “The great thing about KC Computer Support is that they anticipate where the business is going, where technology is going, and they help us be efficient. vPro workstations are just one way that KC helps us stay ahead of the curve. We don’t have time to anticipate what’s coming down the pipeline; we rely on KC to see the big picture—and they do, so we can focus on our clients,” says Flowers.

For more information on the benefits of Intel vPro technology for small and midsized businesses, visit msp.intel.com/casestudies.

For more information on KC Computer Support, visit kccomputersupport.com.

Reliability, serviceability, and manageability

Tom Noon talks about why KC Computer Support relies on Dell as their hardware partner. “Dell is great to work with. Dell systems are very reliable, and we like that Dell keeps a model line going for a long time—it makes management of systems easier for us since there is less variety in the installed base. Dell’s warranty service is great, and they’re easy to work with when we have a special need from a client.”

“Another reason we stick with Dell is because it integrates beautifully in Continuum,” Noon continues. “Continuum allows us to see the device’s tag number and track assets. Dell excels in this too, so it’s easy to download patches because we can just enter the tag number.”



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