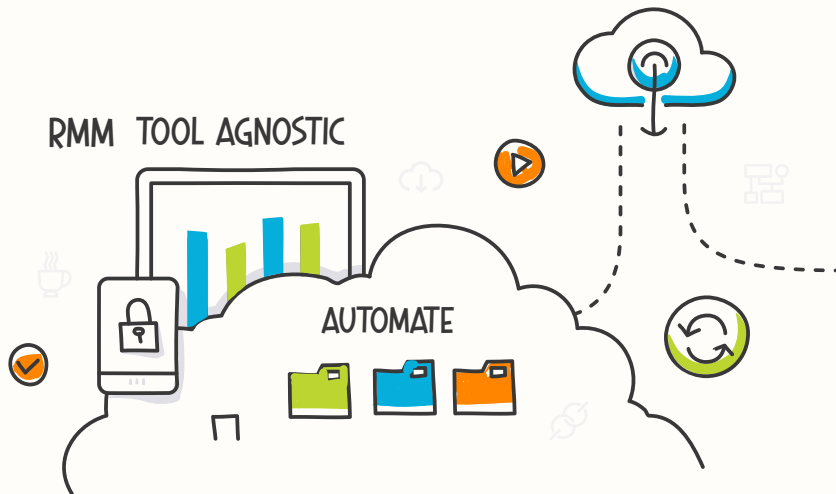


Darkhorse Tech Leverages RMM Virtual Admin to Support Scale, Continuity



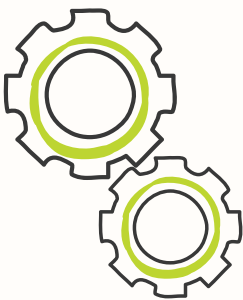
When Syracuse-based MSP Darkhorse Tech realized automation was necessary to support their rapid growth pattern, COO Nick Aquadro turned to a partner he already trusted for a solution.

“We have an MSP Dedicated Engineers resource on our team and that relationship has been very positive, so it helped us with continuity to bring on another solution from ITBD,” explains Nick. Darkhorse Tech was launched in 2012, and by 2019 was growing rapidly as it expanded across the U.S. The team had deployed Automate as its RMM, with more than 7,000 agents deployed nationwide, but managing the tool effectively was starting to be a challenge. “We had some people who knew more than others when it came to Automate, but we had never assigned anyone specifically to manage the tool. When we tried to do that, we realized it takes so many different skill sets that we needed a different solution.

The ITBD RMM Virtual Admin service turned out to be the perfect fit. As an MSP that promises responsiveness, zero downtime, and strict compliance support, having tasks such as patching or backups fall through the cracks of their RMM tool didn’t meet company standards. Now, with support from the ITBD RMM Virtual Admin team, the alert noise and missed automation tasks have been resolved.

The Process

Because Darkhorse was already an ITBD partner, the team could jump right into understanding what the MSP needed and wanted from its Automate solution. Once a thorough RMM health check was complete, the focus turned toward delivering the customized Automate instance that Darkhorse needed to scale efficiently.



“We worked, as a team, through each section of Automate, and while it took a few months to tune everything to our needs and get it running the way we wanted, the process went very well,” explained Nick. After launching in the dental vertical, Darkhorse Tech now services other highly regulated industries such as legal, and finance, as well as food and beverage and manufacturing customers—nationwide. “If a business is a client, they are on Automate, and we have them fully managed through that tool.”

The Results

Now, Darkhorse is taking full advantage of the automation available in the RMM tool, confident that tasks are no longer being overlooked. “Filtering out the noise alone was a big win,” said Nick. “Automate can create a ton of alerts if you want it to – but we didn’t. The ITBD team worked diligently to get that noise under control. The second big win was patch management. That is one of the things we are responsible for as an MSP, and we wanted to ensure that is actually happening.”

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Nick stresses that the RMM Virtual Admin solution is only as good as the communication between the MSP and the ITBD team. “It is a collaboration; the ITBD team doesn’t do everything for you automatically. Everyone’s business is different so you have to be engaged. Invest the time to make sure your unique wants are communicated clearly, then ITBD will make a plan to get it done. But you do need to have a vision for what you want your RMM tool to do in your business. The ITBD team shares best practices and makes a lot of recommendations, but only you know what your business’ unique needs are and the two teams must be aligned around those needs for success.”



Now, nearly a year into the partnership, Nick says he simply watches over the tool, letting the ITBD team know if there are questions or concerns. “We just have to notice it and then let the team know—and they fix it,” said Nick. The biggest change on the Darkhorse side has been pretty simple. “We had to communicate with our team to make them aware that this is a resource we have, we can always reach out to the ITBD team with questions or for help. For the handful that “owned” Automate before, it wasn’t a problem but more of a relief.”

The Big Win

Beyond getting more value from their RMM investment, Nick says the continuity that comes with the ITBD partnership is invaluable. Being proactive, responsive and ready for any issues that arise is the backbone of managed services success. For Darkhorse, there is comfort in knowing that ITBD provides that safety net—both for the MSP’s staffing resource, Alvin, and the RMM Virtual Admin team.

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“The continuity piece is huge. Alvin owns all our backup remediation, and now also works on email migration with new clients, so he plays a big role. It’s great to have someone dedicated to those tasks and to also have him supported by your full engineering team. It offers us continuity,” explained Nick. For example, when Alvin gets married in December, Darkhorse will have a sub already familiar with the MSP to seamlessly pick up Alvin’s tasks until he returns. And if one RMM Virtual Admin team member is off, another steps up as needed.



Also important to Darkhorse is the access to subject matter experts, particularly on the Automate side. “When we have an issue, instead of one of our team spending seven hours on chat or reading a knowledge base article, we pass it along to you and the team runs with it.”

Topping it all off, said Nick, are the people. “Everyone we work with is great—Alvin and Jack on the RMM side, they are both terrific. ITBD people truly makes it easy.”