



Rogers Insurance of Canada Uses N-central to Handle Rapid Change

Case Study



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About N-central

The N-able™ N-central® remote-monitoring-and-management platform helps IT teams manage their infrastructure from one dashboard. With easy remote access, patch management, and even a drag-and-drop automation editor, N-central IT professionals accomplish more with their current resources.

“N-central bundles so many services and products together under one product.”

– Andrew Nguyen,
IT systems architect, Rogers Insurance

The challenge

When you're in school, covering the basics of IT and networking, you often learn how to ideally set up networks and systems. However, the real world of running IT for an enterprise rarely works out so neatly. Over time, organizations change, gain new employees and systems, retire old systems, and undergo network redesigns. Simplifying the chaos of modern enterprise IT remains one of the major challenges facing IT teams.

Rogers Insurance, a Canadian insurance brokerage, experienced significant, rapid change via mergers, acquisitions, and organic growth. They faced two key challenges:

1. Rapid change: When the company first started, they, like many small businesses, didn't have a dedicated IT department. They started by hiring one IT person and outsourcing to an MSP. Eventually, they grew their in-house IT team to replace their MSP. Over the years, they purchased and merged with several companies. This often required the IT team to undertake large projects quickly to integrate the new organizations.
2. Disparate locations: The IT team at Rogers Insurance oversaw systems at several locations, including four in Alberta, three in Victoria, one in Brampton, and one in Georgetown, Ontario. As they began acquiring other companies and merging, this continued adding complexity to their managed environment. They needed something to help them gain visibility into each location while ensuring easy remote problem-solving.

They turned to N-central for help.

What they gained

CLEAR VISIBILITY

As mentioned before, the ever-changing environment at Rogers Insurance can make it difficult to keep up with operations. The business will often merge with—or purchase controlling stakes in—other organizations, which often requires the IT team to assess a new business with potentially dozens of endpoints quickly. Many of these organizations don't have an IT team in place, making the integration process even more challenging for the team at Rogers Insurance.

Andrew Nguyen, IT systems architect, said the first step involves getting to know the IT environment of the new organization. Nguyen noted the utility of N-central, saying, "We're not quite ready to take on everything, but we want visibility. So we'll deploy the agent and that gives us a feel for what's in there." Before they even start implementing changes, this gives them the intelligence they need to make smart choices about the environment.

EASY SETUP

Another hurdle many IT teams face centers on training new employees and quickly understanding new tools. Nguyen noted that setting up N-central was very straightforward. While unlocking its full power in terms of its features and functions takes time, Nguyen said, "N-central is relatively easy to get up and running."

This ease of setup is essential for teams dealing with multiple mergers and acquisitions. Teams can simply push an agent out, set up the environment quickly, then optimize over time.

MULTIPLE SOLUTIONS IN ONE

When asked about the value of N-central, Andrew extolled the virtues of multiple features in a single product. He said, "We have monitoring, asset management, remote control, antivirus, and patching as well." He went on to explain that if they didn't use N-central, they would have to piece together multiple solutions to get these crucial features. Instead, they can use one platform to monitor for issues, fix them remotely, and help reduce their cyberattack risk. When you add these features to the ability to quickly gain visibility over an environment, you begin to make a chaotic IT environment far more manageable.

The result

Rogers Insurance can easily handle large projects due to their reliance on N-central. Andrew even estimated that, at one point, they had to spin up 400 – 500 endpoints in a single month. Without N-central at their side, this task could have been nearly impossible to pull off.

When asked to give advice to others about N-central, he said, "Oh, certainly give it a try. Regardless of what you're currently on, it's worth taking a look at N-central and seeing what it can do... It's worked well for us in providing the fundamental services and requirements of an



IT organization.” In short, Andrew has seen clear benefits via N-able N-central and thinks other organizations could benefit as well. Give it a try today to see if it can help your organization.

Learn more by visiting n-able.com/products/n-central.

About N-able

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 easy 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.

n-able.com

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