StarNet Gives Customers Visibility and Continuity with N-able Solutions

N-ABLE™

About StarNet

Founded in 2001, StarNet provides clients with a wide range of services to cover all their IT needs including technical consulting, server installations and support, and the deployment of corporate LANs and WANs.

The company is a Microsoft authorized education partner and a certified E-Rate service provider for schools and libraries. It also carries over 100 certifications among its staff in all fields of technology.

StarNet resells a wide variety of technologies, including N-able products, to its customers and also implements and supports solutions for them.

"We have a large variety of customers, from smaller startups to one of the world's leading watchmakers" says Lou Melograna, CIO, StarNet. "We've been doing this now for over 20 years, and most of the customers that we brought on 20 years ago are still with us."

Challenge

Lou teaches classes at a municipal government organization called GMIS and is always amazed when his students realize that Microsoft 365 doesn't perform backups. He has a number of vendors who provide backup solutions, but they are all quite pricey and his customers are primarily small to medium-sized businesses who need a cost-effective solution to provide automatic backups.

The Solution

Lou first discovered N-able at a Climb Channel Solutions event in 2021. He knew a gentleman that was working in the booth and when he saw that N-able offered Cove Data Protection with cloud based and Microsoft 365 backups, he signed up for a trial.

"After just one week, I knew that Cove was the backup solution our customers were looking for," he recalls. "We also did a trial of N-central and love the fact that it's not just a set of products that work together—it's a complete solution."

As a six-person company, StarNet doesn't use all the components of Cove and N-central daily, but elements like remote access, monitoring, and backup are things they provide to their customers every day.

Lou has been using and supporting N-able products for around one year now and he is very happy with the service he receives from the company. "I like the fact that we get the chance to trial new features so we can prepare for the future," he explains.

800 customer endpoints managed

6 hrs Per week — saved with automated patching and server maintenance (all estimated values)

0 Negative customer feedback on N-able products

"I have had literally zero negative feedback from any of our customers using N-able products—zero. That gives us a high amount of credibility, as it speaks highly to the quality of service we are able to deliver."

- Lou Melograna, CIO, StarNet

The Results

StarNet currently offers customers Cove Data Protection, N-central, Mail Assure, and N-sight for smaller customers.

Greater Visibility and Convenience with N-central

With the N-central platform, StarNet customers can easily view their entire IT infrastructures from one central dashboard and perform patch updates on a regular basis. If something needs attention, a glance at the dashboard helps them quickly note the issue, investigate, and remediate the problem.

One of the biggest benefit customers are seeing comes in the form of time savings. "The calls we get from users who switched from Windows Software update (WSUS) for patching to N-central and N-sight are down significantly over the last 4 months," Lou says.

Backups for Microsoft 365 with Cove Data Protection

As Lou points out, he finds that most customers don't realize backups are not included within Microsoft 365, so having a third-party solution to handle this is becoming increasingly important. "We find that the way Cove handles the Microsoft 365 backup, restore, and reporting is so much clearer and easier to show to our customers," Lou points out.

In addition to these benefits, his customers now spend less administrative time on backups than before Cove. Automated ticket creation, automated reports, and at-a-glance status charts make it nearly a "set it and forget it" solution.

Email Continuity with Mail Assure

Lou recalls a time when a client was having issues with email taking up to seven minutes to receive and they were begging him for a solution. "When you have the CFO unable to perform 2FA because his one-time code keeps expiring due to email lag time, it's a big deal," he says. "When we put in Mail Assure for them, it was almost instant—two to three seconds. Even if an email server goes down, they can still receive, read, and send email via a web interface."

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Partnership with N-able

Lou couldn't be happier with the products and support he receives from N-able. "The success of our business is dependent on delivering good products and good services," he says. "N-able offers solutions that are easy to deploy, and the team at N-able is great. If we have to pick up the phone and call, they answer right away—I don't have to keep chasing them down."

"My goal is to have a group of happy customers and N-able helps us deliver on that goal. If we have a problem, N-able is right there helping to get it fixed as quickly as possible," he concludes. "I will continue to recommend N-able as an excellent backup and RMM solution for our customers."

N-ABLE™

N-able fuels IT services providers with powerful software solutions to monitor, manage, and secure their customers' systems, data, and networks. Built on a scalable platform, we offer secure infrastructure and tools to simplify complex ecosystems, as well as resources to navigate evolving IT needs. We help partners excel at every stage of growth, protect their customers, and expand their offerings with an ever-increasing, flexible portfolio of integrations from leading technology providers. n-able.com