

# MSP Improves Efficiency by 90 percent Using Managed Workplace RMM



San Antonio-based Information Technology Strategic Communications LLC (iTSC) specializes in IT and security services for healthcare providers throughout Texas and Colorado. Co-Founders Michelle Richard and Angel Rosa serve clients that include microhospitals, urgent care facilities, ophthalmology, optometry, and dental offices.

**“In healthcare, maintaining the security of the network is absolutely critical.** Any security gaps can lead to compromised environments where business operations, sensitive data, or the lives of patients can be impacted. We are ultimately responsible for maintaining, monitoring, and managing our clients’ security health and mitigating risks. When we onboard clients, we outline all potential security risks and ensure we secure the entire network,” says Angel.

## Ensuring Security and Compliance

As microhospitals continue to replace traditional hospitals, the iTSC team has been busy setting up these new sites. Angel explains, “Staying ahead of security threats in healthcare is always intense, but when you add the IT and security requirements of a new microhospital, it requires much more time. We get involved at the blueprint stage and provide all the IT and security project management direction from the ground-up.”

Michelle adds, “Whether it’s a brand new facility or existing infrastructure, we still need the processes and tools in place to continually monitor and manage clients’ security needs. **We must be HIPAA compliant and always ensure the network is secure, regardless of cyberthreats, hurricanes, or other potential impacts.** That’s how we need to look at things today.”

## Profile

- Year founded: 2008
- Number of employees: 5
- Website: [www.itsc-tx.com](http://www.itsc-tx.com)
- Vertical specialty: healthcare

## Challenge

The service provider needed to be able to ensure customers were protected and stable when facing cyberthreats, natural disasters, and other potential impacts, while maintaining HIPAA compliance and network security.

## Solutions

- Used Managed Workplace RMM’s comprehensive reporting to gather data to find new service opportunities
- Leveraged built-in security assessment to identify and address security issues in the environment
- Saved time and streamlined operations with the Support Assist feature, which allows them to offer live chat and remote support.
- Employed NOC and Help Desk services to complement their team and allow for more timely responses to customers

## Results

- Improved overall efficiency by 90 percent using Managed Workplace’s monitoring, security assessment, and reporting capabilities
- Reduced time spent on onboarding by two weeks
- Kept overhead and rates low by eliminating the need to hire additional technicians

## Managed Workplace Meets Healthcare Needs

After an evaluation of multiple remote monitoring and management (RMM) solutions, Angel and Michelle chose Managed Workplace and complemented the solution by adding the NOC and Help Desk by the Managed Workplace team.

“The Managed Workplace RMM platform is our primary interface for our work with clients,” says Angel. “We have access to run reports and see information in a micro view. That helps us gather useful data and analytics to make decisions and define trends. The RMM is also a new business tool because **we’re able to identify new service opportunities from our data discovery.**”

Angel has also put additional features to the test. “We use the new security assessment tool during our onboarding process to quickly see any security issues in the environment. We also like the support assist feature. We can customize a menu for users and with a click, they can request live chat or remote support. All of this is captured in the RMM so we can track how support is being requested and managed.”

Michelle shares, “We have been really impressed with the quality of support. In the medical industry, everything is an emergency. If a doctor can’t pull up an EMR record of a patient that is being admitted or can’t get the X-ray to the hospital, it can be life and death. **The Barracuda MSP support team not only has the technical expertise, but responds with a sense of urgency.**”

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“Managed Workplace gives us the confidence that we are protecting our clients’ data, devices, and networks. It also helps us grow our business and deliver quality service. We are a small business, but through our partnership with Barracuda MSP, we can operate as a much larger one.”

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## Managed Workplace Drives MSP’s Efficiency

Michelle estimates that iTSC has improved overall efficiency by 90 percent and eliminated the need to hire additional staff. “We are reducing the time spent on onboarding by at least two weeks. We can also keep our overhead and rates low because we don’t have to hire as many technicians. This enables us to be very competitive.”

**“We are able to support complex and serious healthcare industry standards thanks to the true partnership of Barracuda MSP and the benefits we gain from their solutions portfolio.** I can go into a new client meeting and feel very confident saying we will fix your network and keep you secure,” says Michelle.

Learn more about Managed Workplace RMM

[barracudamsp.com/rmm](https://barracudamsp.com/rmm)



### About Barracuda MSP

As the MSP-dedicated business unit of Barracuda Networks, Barracuda MSP enables IT managed service providers to offer multi-layered security and data protection services to their customers through our award-winning products and purpose-built MSP management platforms. Barracuda MSP's partners-first approach focuses on providing enablement resources, channel expertise, and robust, scalable MSP solutions designed around the way managed service providers create solutions and do business. Visit [barracudamsp.com](https://barracudamsp.com) for additional information. [@BarracudaMSP](https://twitter.com/BarracudaMSP) | [LinkedIn: BarracudaMSP](https://www.linkedin.com/company/BarracudaMSP) | [blog.barracudamsp.com](https://blog.barracudamsp.com)

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