

## Vital Network Solutions

# “ Business Management Solution eliminates chaos, restores order and improves revenue for outsource IT consultant. ”

## BEFORE AUTOTASK

- Business systems a patchwork of different solutions
- “It was Chaos”
- No reliable measurements

## AFTER AUTOTASK

- No more guessing - information is accurate & available in real time
- Round trip ticket integration with Kaseya®
- “Invoices are larger and customers are much happier”

## COMPANY PROFILE

Vital Network Solutions is an independent IT consultancy and solutions provider based in Harrogate, North Yorkshire, UK. Vital offers a range of solutions targeted at small and medium businesses – including managed support services, hosted services, and remote monitoring – as well as specialist technology consultancy to larger enterprise customers. In addition, Vital serves its clients with:

- Networking
- Windows Small Business Server
- Information security
- Flexible working, productivity & remote access systems
- Open source software solutions
- Website and email hosting services

## BUSINESS CHALLENGES

Lee Evans, managing director of Vital, says, “Before we adopted Autotask, we were delivering cutting-edge professional service to our clients, but behind the scenes, I’m not sure we were ‘managing’ the business at all!”

Evans explains that their business systems were a patchwork of different solutions: an open source ticket system, Microsoft® CRM, QuickBooks® for invoices, some spreadsheets . . . and none of these systems talked to each other. There was no single place where you could find information, and it was chaos.

“With greater detail and greater accuracy, we are generally sending out larger invoices, and the customers are happier with them! It’s a double win.”

Lee Evans - Managing Director, Vital Network Solutions

Billing was a disordered mess at the end of the month. “We would look at an email here, a spreadsheet there, and

page through our text messages. Then we’d stick a finger in the wind, consult the Ouija board, and try to figure out what we had done and for whom during the month,” Evans says. “If there was a question about what we had done, we would try to err on the side of the customer.”

Evans readily admits that while there was a high level of satisfaction among their customers, there was a very large margin for error in the way that Vital was keeping track of the “business” end of their business.

“ With greater detail and greater accuracy, we are generally sending out larger invoices, and the customers are happier with them! It’s a double win.”

**THE AUTOTASK SOLUTION**

“Autotask and Kaseya have given us a much more professional approach to our business,” Evans says.

He notes that they constantly use Autotask for ticketing, for preparing quotations, and monitoring sales opportunities. Everyone keeps track of their time in Autotask, and at the end of the month, there is no guessing; they know exactly what was done, for whom, and how long it took, and the information is easily transferred to QuickBooks. As a result, invoices are more detailed and more accurate.

“ We get a lot of business by word of mouth, and our professionalism is a key differentiator.”

Lee Evans, Managing Director  
Vital Network Solutions

With round-trip integration with Kaseya, when a ticket is closed in Autotask, it is also closed in Kaseya. Vital never had anything like that before.

Another revelation for Vital is the integration between Autotask and Kaseya. Kaseya’s remote monitoring software kicks off alerts that are automatically turned into tickets within Autotask.

“Kaseya and Autotask really add value to our business,” Evans says. When a customer calls and wants to know what’s happening with this work station or with a particular server, we can tell them. We know all about their systems. If they want to know what graphics card they have, we know the answer.”

**THE FINAL WORD**

Lee Evans, managing director of Vital, says, “Autotask and Kaseya give Vital a level of professionalism that you would associate with a bigger business. We appear very complete, very comprehensive.”

“We get a lot of business by word of mouth, and our professionalism is a key differentiator. You’re not just some guy in a T-shirt who shows up, pecks away at a keyboard, and a month later you get a mysterious invoice. With Autotask, you can print out a statement of work and ask the client to sign it when you leave.”

“Our new invoices have gone down really well with the customer. With greater detail and greater accuracy, we are generally sending out larger invoices, and the customers are happier with them! It’s a double win.”



Autotask is the #1 web-based business management software for IT service providers and consultants of all sizes.

**Autotask Combines**

- Service Desk
- Project Management
- Dispatching
- CRM
- Time tracking
- Billing
- Reporting

**Autotask Benefits**

- Manage resources more efficiently
- Capture more billable time and increase profits
- Boost customer satisfaction and retention
- Slash waste, confusion and firefighting
- View profitability instant at anytime

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