



At a Glance

Vertical

MSP

Year Founded

2010

Title

President: John Yensen

CTO: Chris O'Hearn

Endpoints Managed

600+

Website

www.revotech-networks.com

Key Findings

Efficiency

Grew business by 400% (from 2 to 8 people) over a 3-year period.

"Between NinjaRMM and Webroot security, even brand new techs we've hired can pick it up as they go."

– John Yensen, founder and president, Revotech Networks Ltd.

Canadian MSP Embraces Automation and Efficacy with Webroot and NinjaRMM Integration

Background

Revotech Networks, a managed service provider in Vancouver, Canada, provides clients in construction development industries with IT solutions that work and grow with their businesses. As dedicated engineers, founder and president John Yensen and CTO Chris O'Hearn take pride in guiding their clients through technology decision-making that can scale to meet evolving customer needs for years to come. Revotech Networks offers sound business options first, and, together with its partners, supports them with appropriate, cost-effective technology.

Challenge

Revotech has been deploying Webroot[®] Business Endpoint Protection to their construction clients' endpoints for the past 8 years. Originally, they were using a mix of LogMeIn and a remote monitoring and management (RMM) solution to manage security and services for their customers.

Unfortunately, the Revotech team regularly had to deal with software issues and management failures in their previous RMM. The solution also didn't offer strong automation capabilities. That's when they began looking for a new RMM provider that could alleviate some of the burdens and handle the team's day-to-day management needs more appropriately.

“We didn’t do much automation at the time. [Our RMM] was for remote support, some triggers and Windows® updates, but we realized that just wasn’t an efficient use of our time. We started looking for a new RMM that would be faster, more efficient, automatable, and would integrate well with our core solution offerings, like Webroot Endpoint Protection.”

– Chris O’Hearn, CTO, Revotech Networks Ltd.

Solution

After looking at and evaluating several solutions, the team settled on NinjaRMM. “We wanted something comprehensive but speedy,” Chris explains. “And we’re not just running this business – John and I are also lead techs. We needed something that we would enjoy using too. The new NinjaRMM interface was slick. It was clean and modern and had basic reporting, so it’s a very good fit for us.”

Since implementing their new RMM solution, Chris and John are delighted to report that they’ve successfully automated hundreds of processes. It’s been easy for the team to set up and manage billing, and managing their Webroot Business Endpoint Protection deployments through NinjaRMM has been a breeze.

“We rely heavily on automation and ease of use. Between NinjaRMM and Webroot security, even brand new techs we’ve hired can pick it up as they go and become highly proficient with our security and management tools in about a month.”

– John Yensen, founder and president, Revotech Networks Ltd.

Additionally, since NinjaRMM integrates seamlessly with all of Webroot’s core products, the Revotech team was able to add Webroot® DNS Protection to their solution stack quickly and easily. “Webroot Endpoint Protection has been pretty quiet overall on the alert standpoint; it’s been smooth sailing,” says Chris. John agrees, adding, “Meanwhile, Webroot DNS Protection prevents a lot of bad stuff before the Webroot Endpoint Protection agent even has to block anything. This setup is working really well for us and our clients.”

Conclusion

Courtesy of the time savings provided by the Ninja + Webroot integration, John and Chris are now freed up to focus on new business opportunities. While they have traditionally supported clients in the construction industry, the extra time in their schedules means they can work on expanding to serve other sectors.

“Ninja and Webroot have been key players in our ability to scale – both up and down,” Chris states. “That’s critical for us as we continue to grow our business and client base. I look forward to continuing to build on our relationship and capabilities as we all keep growing and improving together.”

Contact us to learn more – Webroot US

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About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individuals, and managed service providers. Cyber resilience means being able to stay up and running, even in the face of cyberattacks and data loss. That’s why we’ve combined forces to provide endpoint protection, network protection, security awareness training, and data backup and disaster recovery solutions, as well as threat intelligence services used by market leading technology providers worldwide. Leveraging the power of machine learning to protect millions of businesses and individuals, we secure the connected world. Carbonite and Webroot operate globally across North America, Europe, Australia, and Asia. Discover cyber resilience at carbonite.com and webroot.com.