GCI chooses Barracuda RMM for its £100m MSP business

Leading information and communications technology (ICT) service provider GCI — now a portfolio company of Mayfair Equity Partners LLP — is a £100m business and the largest privately-owned ICT provider in the UK. GCI provides a suite of managed services designed around five integrated technology pillars: full IT support, unified communications, cloud, security & compliance, and network & infrastructure – to more than 4,000 small and mid-tier enterprises across the public and private sectors. GCI has also received investment from Mayfair of over £60m to drive continued growth and added value for customers.

Monitoring capabilities that meet client needs

Richard Cook, the director of GCI, brings 26 years of experience in IT and managed security. Richard states, "With Mayfair's support of our next phase of growth, it's an exciting time for us. We are continuing to integrate our services delivery with a goal of offering tremendous synergies through an enriched product set and cross-selling our services."

"This presents both opportunity and challenge. We have a growing customer base that can benefit from effective IT monitoring and management. Beyond delivering premium security services, **we need to provide the strategic and proactive planning that will align to clients' evolving needs and business outcomes.** This will set clients up for success, build strong relationships, and generate recurring revenue for our business."

Profile

- Website: www.gcicom.net

- Based in: The United Kingdom (UK)

- Specializes in: cloud, security and compliance, unified communications, network and infrastructure, and fully managed IT services

Challenge

GCI needed a solution that could evolve with their over 4,000 clients' needs and business goals and meet strict SLAs on response times, without being overwhelmed by the complexity of its functions and amount of data generated.

Solution

Barracuda RMM was selected for its ability to:

- Simplify monitoring capabilities to help relieve GCI's workload

- Support GCI's business model and support the needs of their large customer base

- Offer broad capabilities, such as reporting, patch management, a built-in site security assessment, and integrated antivirus

Results

- Now able to monitor many clients from one screen

- Targeting migration of over 1,000 customers to move onto the platform by year-end, with the remainder to follow

- Cross-sell and upsell opportunities created across the customer base

Barracuda RMM's simplicity makes the job easier

Richard used the Barracuda RMM remote monitoring and management (RMM) solution prior to joining GCI. Due to previous successes, he chose to replace GCI's existing SolarWinds MSP RMM solution and signed a three-year renewal for the Barracuda RMM tool.

Richard explains, "**With Barracuda RMM, we have a proven RMM platform that we know can scale to our business model and support the needs of GCI's large customer base.** We can actively monitor our clients' IT environments and manage regular patching, backups, antivirus, device management, and much more."

For Richard, Barracuda RMM's advantage is its simplicity. "A lot of solution vendors talk about their monitoring capabilities but many RMM tools can be too complex and take too much time to implement. This means they don't get fully deployed or don't get deployed correctly. **Barracuda RMM has the right kind of complexity with functionality targeted for our needs. It doesn't try to be too clever – it is exactly what we need.**"

> "Barracuda RMM is designed for MSPs and that truly differentiates the solution from competitive providers."

"As an MSP, we can get overloaded with information from our customers' environments. **Barracuda RMM is ideal for monitoring through its central pane of glass and integrated capabilities, such as the site security assessment, antivirus, patch management, and reporting.** It provides a full-service package that is easy to install and deploy, and it provides the information we need without the noise."

Moving customers quickly to Barracuda RMM

GCI will migrate at least 1,000 customers to Barracuda RMM by the end of the year and is also looking at cross-sell opportunities across its customer base.

"Barracuda RMM is essential for us. From one platform, I have the ability to manage 400 customers, without looking at 400 different screens," details Richard. "We place great importance on monitoring. We need absolute uptime because we have strict SLAs on our response times. This means we don't just monitor alerts – we take action. **Barracuda RMM enables us to be very proactive, to anticipate and respond to customers' needs, and continue to strategically plan for their security future.**"