HybrIT Services:
Every customer matters

Helping businesses to grow with PRTG

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HybrIT Services provides specialist technology services to small to medium-sized businesses. Its team of experts designs, implements and manages a range of IT solutions from Office 365 to networking, and voice to contact centre platforms. For those that need it, the firm can also provide dedicated strategic IT consultancy to help them identify the right technology route for their business.

The challenge

As a managed service provider, it is HybrIT's responsibility to ensure its clients do not suffer from downtime. In keeping a client's technology infrastructure up and running 24 hours a day, HybrIT is able to ensure that it is positioned as a trusted partner to the businesses it works with.

Systems monitoring has a vital role to play in keeping technology up and running and preventing downtime. However, in the past, HybrIT found that the system it was using was providing them with a significant number of false positives. This made it difficult to see possible warning signs in advance that something might be awry making a proactive approach to problem resolution almost impossible in some instances.

Enter PRTG

HybrIT sought a solution that would enable it to manage and monitor its clients' networks. PRTG Network Monitor, a product from Paessler, offered a solution that provided the business with just that.

HybrIT implemented the PRTG solution to monitor everything ranging from servers, and hardware, to switches, routers, cloud services, firewalls and virtual environments including VMware. HybrIT is currently using between 1,000 to 2,500 sensors, hosted in its customers' data centres to improve the visibility and control over their technology infrastructures.

With PRTG's ability to drill down into specific sensors, HybrIT has implemented a tool that provides more accurate monitoring – and in real time. It enables HyrbIT to check the health status of all clients' devices, pinpointing the source of any network issues before any potential downtime is caused. These sensors have helped with a range of tasks including capacity planning, reducing downtime and ensuring the business is more proactive.

![PAESSLER — THE NETWORK MONITORING COMPANY]

The business benefits

As a result of implementing PRTG, HybrIT is now able to offer its customers an additional service. For businesses without the ability to monitor their own environments, HybrIT is able to offer a multi-tenanted monitoring-as-a-service solution. Servicing the managed services space, HybrIT's clients require support with monitoring all of their devices. They have the ability to call upon a 24-hour-a-day, on-call service in the case of any issues.

Andrew Weckermann, head of professional services said: "Ultimately, without PRTG, we would not be able to resolve problems before our clients alerted us to them. The consequence of this would be an unhappy client. We are able to maintain client satisfaction, whilst providing a high-quality service that can help each business to focus on their own, individual growth."

> " The remote probes feature is extremely helpful in monitoring many different systems. With remote probes we can safely monitor different locations and areas on the basis of a central installation and with only one license."
>
> Andrew Weckermann,
> Head of Professional Services

ABOUT HYBRIT SERVICES

HybrIT was originally formed in 2015 to deliver C-level business consulting and director services to the SME market and IT channel. As an experienced IT director and business owner the founder, Paul Forkgen saw that there was a distinct shortage of IT Directors available to small to medium sized businesses which don't require or have the budget for a full-time IT director. Many companies offer an ‚encompassing' or ‚Virtual' service but this is largely supplementing the function not providing an actual C-level resource which has the knowledge and experience to perform the role and sit on a board of directors.

After initial engagements at this level it was obvious that to find excellent IT services partners to deliver a customer focussed IT service was difficult and sometimes expensive for SME budgets. Complexity driven by multiple suppliers for multiple IT aspects drove up cost and management overhead. It was therefore a natural conclusion to expand HybrIT to deliver more services to compliment the IT Director service.

Our ethos which is driven from the owners and management team is that every customer matters. We therefore treat every customer the same regardless of their size or budget. With this attitude, we drive long term relationships, repeat business and growth through reputation.

Every small business has the potential to become a medium sized business in the future, every medium sized business can become a large enterprise in the future. Let's grow together!!

WE ARE PAESSLER

In 1997 Paessler revolutionized IT monitoring with the introduction of PRTG Network Monitor. Today over 200,000 IT administrators, in more than 170 countries, rely on PRTG to monitor their business-critical systems, devices and network infrastructures. PRTG monitors the entire IT infrastructure 24/7 and helps IT professionals to seamlessly solve problems before they impact users.

Our mission is to empower technical teams to manage their infrastructure, ensuring maximum productivity. We build lasting partnerships and integrative, holistic solutions to achieve this. Thinking beyond IT networks, Paessler is actively developing solutions to support digital transformation strategies and the Internet of Things.