



# PCIT Networks CASE STUDY

Headquartered in Los Angeles, California, Ready to View, Inc. 'r|t|v' is a full-service information systems consulting firm founded in 1999 by owner, Raffi Saroyan. r|t|v specializes in providing managed services, web, and software application development to the apparel industry. The company is committed to helping clients fix and minimize technology costs, maximizing uptime, and ensuring the quality and security of their systems.

After using two different remote monitoring products, Saroyan and Director of IT, Travis Nieves, continued searching for a better solution that could provide them with more flexibility and powerful management functionality. r|t|v chose LabTech for their remote monitoring and management (RMM) solution. Built by system administrators, LabTech provides an arsenal of IT management tools from one central interface to increase the efficiency of technical support.

Before using LabTech, r|t|v mainly focused on monitoring because of limitations within the products they were using. "With N-able and AdventNet, the scripting and auto viewing type features really weren't available. They didn't have nearly as many features as LabTech had – and it's the management feature in LabTech that I really like," says Nieves.

One of the advantages r|t|v gained by moving to LabTech is a powerful scripting engine. Nieves comments, "One of the features that we use most frequently in LabTech is scripting and the ability to work on the computer behind the scenes. We can go to a command prompt without interrupting the end-user. Most of the time, I can even resolve issues without pulling the end-user off their computer. And there's also a lot of small issues that I don't even need to see – things like accessing a shared resource can be done on the back end."



**Company:**  
**Ready to View, Inc.**  
**Year founded: 1999**  
**[www.readytoview.com](http://www.readytoview.com)**

**Challenge:** Find a solution that offers not just remote monitoring tools, but also comprehensive management features.

**Solution:** LabTech remote monitoring and management (RMM)

**Results:** Powerful scripting engine and proactive features save time enabling Ready to View, Inc. to better manage their clients' technology needs. With LabTech, they also enjoy superior customer service to help them easily meet their commitment to clients.

*"LabTech has on average cut our problem resolution time in half."*

– RAFFI SAROYAN, READY TO VIEW

### **LabTech delivers time savings and increased customer service levels**

When asked about their experiences with customer support, Nieves replies, “They are consistently good. If it’s something really quick, I can start a chat session and get the answer fast. They have gone above and beyond when it comes to working on issues even late at night. They are very responsive.”

Saroyan talks again about the quality customer support when asked the most important thing other companies should know about LabTech. “Wow, it’s not easy to name a single factor. Ultimately, your business is going to depend on LabTech to provide services to your clients. We need a dependable partner when it comes to supporting our customers. Consider LabTech because their support is superior.”

From quality support to powerful scripting and comprehensive features, r|t|v has found the product that enables them to remotely monitor and better manage their client’s technology than ever before. With LabTech, they can easily meet their commitment to clients to minimize technology costs, maximize uptime and ensure the quality and security of their systems. As the company grows, r|t|v knows it can rely on the power and flexibility of LabTech and the superior support that comes with it.

### **Powerful scripting and proactive features deliver big time savings**

r|t|v frequently uses LabTech’s scripting engine for installing backup programs. Saroyan also recalls a different issue that came up where LabTech helped them save time and avoid a potential problem. “There was a bug with Outlook and it wasn’t working for many of our clients. We were able to set up a script in LabTech to automatically tweak the required registry entry, circumventing the bug.” Nieves adds, “It was a huge time saver and helped us resolve a major issue without lifting a finger.”

Saroyan and Nieves agree that one of the biggest benefits they have enjoyed from LabTech is time savings. For Nieves, he saves time with the ability to work on or run a script on multiple computers concurrently. “I’ll give you an example, say at the end of the month, I want to figure out how many devices are on a network. Before, that would mean having to go through each customer network, run a scan, and compile the device list. That would take anywhere from 30 minutes to an hour per customer. Now, LabTech takes care of it all automatically, so it’s just as simple as pulling up the report on-demand. It lists how many devices are on a network, with their respective details. So something that took half an hour to an hour per location is now only taking less than a minute to collect for all of our locations.”

Additionally, LabTech offers r|t|v the ability to be more proactive than with previous solutions. Nieves points out, “Before I would get an alert that said a computer’s disk space was low and then I would have to manually

run a disk clean up. Now, when LabTech finds low disk space, it will go ahead and run the disk cleanup, requiring no interaction. That's not just proactive monitoring, but also automated management as well."

### **Greater efficiency, customer savings with remote issue resolution**

With LabTech, r|t|v has reduced its need to travel to client sites because they can do just about everything remotely. Saroyan explains, "We try as much as possible to minimize onsite time since the customer has to pay for it in addition to their fixed monthly charge – and the whole idea of managed services is to fix the customer's IT costs and keep those visits to a minimum. LabTech is the tool that lets us meet this objective. RMM's feature set allows us to minimize those visits because it's no longer required that we visit the customer for those minor issues where with the solutions prior to LabTech, there was no such option. The customer saves money and we deliver our services more promptly and efficiently. These time savings allow us to better assign our resources."

r|t|v is also impressed with the flexibility of LabTech's reports because they can get very detailed information at their fingertips. In particular, Nieves says r|t|v utilizes Inventory Reports so they can show customers which computers need to be upgraded or replaced. "It's a lot easier to use LabTech's reports rather than to have our tech go on site and actually do a physical inventory of each computer."

### **Superior customer support goes above and beyond**

When asked about their experiences with customer support, Nieves replies, "They are consistently good. If it's something really quick, I can start a chat session and get the answer fast. They have gone above and beyond when it comes to working on issues even late at night. They are very responsive."

Saroyan talks again about the quality customer support when asked the most important thing other companies should know about LabTech. "Wow, it's not easy to name a single factor. Ultimately, your business is going to depend on LabTech to provide services to your clients. We need a dependable partner when it comes to supporting our customers. Consider LabTech because their support is superior."

From quality support to powerful scripting and comprehensive features, r|t|v has found the product that enables them to remotely monitor and better manage their client's technology. With LabTech, they can easily meet their commitment to clients to minimize technology costs, maximize uptime and ensure the quality and security of their systems. As the company grows, r|t|v knows it can rely on the power and flexibility of LabTech and the superior support that comes with it.