Central by LogMeIn

Clevespace Interactive

Empowering businesses with deep insight and IT automation.

Clevespace Interactive

- **Industry:** Technology Outsourcing/Managed Service Provider

- **Headquarters:** Cleveland, Ohio

"LogMeIn Central has many use cases and has been really great on all fronts for our business. We love the insight it can provide administrators and rely on the automation so we can focus on qualitative analysis and strategy with our clients."

–Daniel Toth, Director of Remote Support Services, Clevespace Interactive

Challenge

Clevespace Interactive provides technology outsourcing and manages services for small to mid-sized auto dealerships, law offices and insurance organizations in Northeast Ohio. Their business supports 175 end-points across clients, was challenged with:

- Automating processes to do more with less time.
- Creating consistency of work across technicians.
- Streamlining break-fix tasks to focus on strategy and build relationships.

Solution

With LogMeIn Central, Clevespace Interactive can group and organize clients, and deploy LogMeIn hosts across endpoints for remote, proactive maintenance. In addition, Clevespace Interactive takes advantage of advanced features including:

- One2Many Automated Management automatically pushes out patch updates and Anti-Virus, eliminating human error.
- Alerts automate notifications and provide real-time insight.
- Reporting provides CPU usage insight and gives a consistent view into what non-admins are installing, ensuring clients stay compliant with software licensing.

Results

Central allows for consistency and quality regardless of which technician is working on a client and increases flexibility across the business. Central's business impact for Clevespace Interactive is clear:

- Improves business productivity by 6x: On Patch Tuesday one technician updates 120 endpoints vs. 20-30 per night. Windows XP updates took two days, onsite across three locations. Now everything is done remotely, offsite in less than a day.
- Opens opportunity to be customer-centric: Central eliminates the volume of support calls and decreases unneeded onsite visits.
- Increases uptime with proactive monitoring and cuts down on support calls so technicians can be deployed on higher value tasks – like strategy and optimizations of business processes.