



PARTNER SUCCESS

Techmedics Inc.

Symantec Partner Management Console Empowers Growing MSP

Southern California–based managed service provider (MSP) Techmedics (techmedics.com) has successfully converted many of its traditional premise-based Symantec customers to Symantec.cloud solutions, which are more efficient to manage. Techmedics leverages the Symantec Partner Management Console’s reporting tools to demonstrate the value of Symantec.cloud solutions to its growing roster of midmarket clients.

James Moon, President and CEO of Symantec Partner Techmedics Inc., founded his company as a sideline to his day job with a large Fortune 500 company. That was more than a dozen years ago; now, Techmedics has 12 employees working out of three offices that cover much of the sprawling Southern California landscape.

Growth and evolution

Techmedics is a value-added reseller (VAR) offering products from dozens of vendors, including Symantec; in fact, the company has offered Symantec Endpoint Protection and Symantec Backup Exec™ since its founding. “Symantec has always been our company’s standard for security as well as backup and disaster recovery,” Moon says.

Techmedics’ customer base has grown to encompass small to midmarket companies. Since about 2008, Techmedics has successfully converted many of its clients from traditional, consultancy-based IT services and support to a managed-services model. (Moon estimates that managed services now represent about 70 percent of Techmedics’ business.) As part of that move, Techmedics has converted most of its premise-based Symantec security customers to Symantec Endpoint Protection Small Business Edition 2013, which can be deployed as a cloud-based service. “Decreasing IT costs is probably the number one challenge our customers face,” Moon says. “Symantec—especially Symantec Endpoint Protection Small Business Edition 2013 in its cloud deployment—allows them to do that.”

In late 2012, Techmedics began migrating premise-based Symantec backup customers to Symantec Backup Exec.cloud. This move has been driven both by Techmedics’ desire for internal efficiency and its customers’ need for additional services. “We have a midmarket customers that are interested in having the laptops of its salespeople—who are usually not in the office—backed up on a regular basis,” Moon gives as an example. “With cloud-based backup, we can provide that.”

PARTNER PROFILE

Website: www.techmedics.com

Headquarters: Los Angeles, California

Geographic Area Served: Southern California

Serves Company Size: Small & Midsize Business

Partner Type: Managed Service Provider, VAR, IT Consulting

Symantec Solution Focus: Endpoint Security, Backup, Mail Security

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James Moon

President and CEO
Techmedics

Integrated management

Being an MSP lets Techmedics deliver superior IT service at lower cost through economies of scale. “As an MSP, our biggest challenge is to have one central point where we manage all of our clients,” Moon explains. “It increases efficiency for us.” Techmedics has adopted the LabTech remote monitoring and management (RMM) solution as its MSP platform, and Moon was pleased when Symantec announced integration between Symantec.cloud and LabTech in summer 2012. “It’s one less portal that we have to log into to manage our clients,” he says of the integrated platforms. “I’m very excited about that.”

Symantec’s own Partner Management Console, as previously noted, is another key tool used by Techmedics to provide efficient managed services to its customers. The Partner Management Console gives Moon and his team a single view of all its customers’ Symantec.cloud solutions, allows Techmedics to easily onboard new customers (including trial implementations for prospects), monitor and manage their solutions, and resolve many problems without leaving their offices.

“It’s a huge plus,” Moon says of the Partner Management Console. “We used to have three or four engineers managing premise-based Symantec Endpoint Protection. Now we have one. It’s dramatically cut down our expenses for managing that service.” This allows Techmedics employees to spend more time on customers’ strategic initiatives and less time on routine tasks. Moon adds that the Partner Management Console is extremely easy to learn and intuitive to use.

Perhaps the most valuable feature of the Partner Management Console is its reporting capability. “The reporting feature in the Partner Management Console has been tremendous for us,” Moon says. “The reports go out to all of our clients, and shows them that Techmedics is doing the work. It puts them at ease, and they see the value of our services.”

In short, the Partner Management Console helps Techmedics provide better, more cost-effective service to its Symantec.cloud customers. And, as Moon described earlier, it enables Techmedics to document that service with detailed, customer-specific reports showing how the Symantec.cloud solutions are performing. “I could tell our clients all day long what I’ve been doing for them,” he says. “But you can’t beat reports, with a historical benchmark, of exactly what we’ve been doing. That speaks a lot more than words.”

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TECHMEDICS SUCCESS SUMMARY

Key Industries

- Construction
- Financial, Insurance, Real Estate
- Manufacturing
- Public Administration
- Retail Trade
- Services
- Legal
- Accounting
- Government

Services Provided

- Value added Reseller
- Managed Services Provider
- Management Consulting
- Business Process Management
- IT Consulting
- IT Implementation
- Education
- Training
- Operations Management
- Outsourcing
- License Management
- Contracting

Symantec Products Offered

- Symantec Backup Exec™
- Symantec Backup Exec.cloud™
- Symantec™ Endpoint Protection
- Symantec™ Endpoint Protection Small Business Edition 2013
- Symantec™ Mail Security for Microsoft Exchange

For more information on Techmedics and other partner success stories, please go to <http://go.symantec.com/partnersuccess>.