

CASE STUDY

COMPANY
NATIVE INNOVATION

INDUSTRY
MANAGED SERVICES

"We use the MAX platform by LOGICnow to proactively manage our customers' IT environments and prevent problems before they occur – and that creates loyal customers."



JEROME TSOSIE
CEO

Native Innovation is a managed services provider for corporate, educational, government and medical entities.

With the intent of assisting customers in gaining a competitive advantage, Native Innovation helps increase productivity, reduce costs and improve workflow in IT environments.

THE CHALLENGE

The Havasupai Tribe, located at the bottom of the Grand Canyon, is accessible only by helicopter or a 10-mile hike. An Arizona high school obtained a cryptolocker virus with a \$500 ransom demand for a test file. Nearby, a healthcare facility was receiving over 200 spam messages per user each day.

Different companies, varying IT problems – with one thing in common: they all called Native Innovation, an IT Managed Services provider.

"We have a very unique client base – but all require a proactive IT platform with full functionality," said Jerome Tsosie, CEO. "Before we implemented the MAX platform by LOGICnow, we had a solution we cobbled together."

Native Innovation purchased and connected third-party apps to their ConnectWise remote control solution in an effort to offer their customers a proactive, robust solution, but soon found it was draining their IT resources and resulted in a very expensive IT solution that wasn't fully integrated. "It was time consuming and expensive," Jerome said. "On top of that, it wasn't very user-friendly."

BENEFITS AT A GLANCE

Native Innovation shares benefits of their MAX platform solution from LOGICnow:

- ✓ Time & Productivity Savings: Antivirus, patch management, web protection, and remote monitoring and access all in one integrated solution
- ✓ Convenience: Ability to manage customer IT environments easily from one pane of glass
- ✓ Peace of Mind: Best-in-class IT solution for secure IT environments
- ✓ Customer Loyalty: Increased customer loyalty with proactive management of their IT environment
- ✓ LOGICnow Support Team: Helpful, friendly, responsive support team

THE SOLUTION

Native Innovation deployed the MAX platform by LOGICnow to provide them with a comprehensive IT solution that included antivirus, patch management, web protection, remote control, backup and disaster recovery, service desk and mail.

"Now we can focus on our clients rather than building our IT solution. With the MAX platform, we can proactively manage our clients and add more value. We like being their hero."

We recently signed Havasupai Tribe at the bottom of the Grand Canyon. The only way to access them is by helicopter – or hiking in if you are up for a 10-mile trail. We found that the patch management provided by their previous IT provider was sorely lacking and their systems were not being updated properly. The MAX platform enabled us to update over 400 patches in a day – remotely. Our customer was thrilled."

Native Innovation also saved the day for a testing coordinator at a local high school after he was hit with a cryptolocker virus that demanded \$500 to open a test file. "With MAX Backup & Disaster Recovery we were able to fully restore their system in less than a day and the test was ready to go as planned – much to the students' disappointment!" Jerome laughs.

When a healthcare facility contacted Native Innovation and reported they were getting over 200 spam messages a day (per user!), Native Innovation used aggressive MAX Mail filters to fix the problem. "They called back and they were very happy. That's how we like our customers," Jerome said.

The MAX Service Desk component of the MAX platform has been helpful to Native Innovation. "Not only is it a nice feature to offer our customers, but it makes it easier for us. It provides our customers with the reassurance we are there – we respond to tickets within 5-10 minutes – while enabling us to easily track hours."

THE RESULT

"We've been able to save time and money with the deployment of the MAX platform. It is an integrated, more powerful solution that is easier to use and enables us to manage IT environments proactively. Proactive IT management keeps businesses running smoothly and creates loyal customers — and that is our mission at Native Innovation," Jerome said.

LAYERED SECURITY

COLLECTIVE INTELLIGENCE

CROSS-PLATFORM

LOGICnow delivers the only 100% SaaS, fully cloud-based IT service management (ITSM) platform, backed by collective intelligence and the highest levels of layered security. LOGICnow's MAX products, including Risk Intelligence, Remote Management, Backup & Disaster Recovery, Mail, and Service Desk, provide actionable insights, helping IT professionals rewrite the rules of IT.

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