

# ASSET MANAGEMENT: A SECRET WEAPON FOR REDUCING IT COSTS



**TWINSYSTEMS**  
IT's better managed



## ABOUT TWIN SYSTEMS PLC

Twin Systems plc is a dedicated outsourced information technology management solution provider, specializing in the support of midsize organizations. The evolution of Twin Systems' service offering has aligned with the advancement of technology intricacy and increasing reliance of clients upon complete technology outsourcing.

**Location:** St. Albans, Hertfordshire, UK

**Website:** [www.twinsystems.com](http://www.twinsystems.com)

### Challenges

Harrow Green was overflowing with servers, desktops, peripherals and other devices, causing duplication and greater expense.

### Solution

Using N-central 7.0, Twin Systems deployed network probes across multiple locations to help Harrow Green discover its true asset profile.

### Benefits:

- Harrow Green was able to lower hard IT costs by 25 per cent and engaged Twin Systems in future projects, strengthening the business relationship.
- Automate asset discovery detected 97 per cent of Harrow Green's devices.
- By using N-central's asset management capability to help Harrow Green, Twin Systems gained an understanding of how important asset tracking is to managed services, opening up new business opportunities.

For nearly 30 years, Harrow Green Ltd., a commercial relocation specialist based in London, England, has meticulously tended to the changing business needs of its clients.

"Our core business is about office relocation," says Martin Parker, the company's Chief Operating Officer. "Sometimes we're just moving people and their things. Sometimes information technology is involved. Our work is usually completed over a weekend and is always meant to be seamless to our clients."

In this profession, Harrow Green has grown at a dizzying pace, becoming synonymous with moving large, prestigious corporations in the London area and often filling new business parks on its own with relocations.

Over time, the company added a dedicated computer services division to better service its clients and opened 11 locations in the UK, growing its associate base to 300-plus people and generating a growing number of IT demands of its own.

To accommodate its explosive growth, Harrow Green also added a lot of IT equipment – more than 40 servers, 200 PCs, 100 printers, countless scanners, routers, switches and an untold number of smaller devices.

## IT infrastructure costs were 'phenomenal'

"I took responsibility for Harrow Green's IT in February 2010 and very quickly had serious questions about IT duplication," Parker says. "Every office had a scanner attached to a base unit, we had printers sitting on nearly every desk, some of our people had laptops and a base unit – the overall cost was phenomenal."

Over the next few months, Harrow Green's IT staff began the long, arduous task of trying to locate as many of its servers, desktops, printers, scanners and other devices as it could. The seemingly endless project went on to no avail, prompting Parker to look for outside help.

Uncertain of exactly how to approach his asset management predicament, Parker considered a half dozen other IT management consultants before selecting Twin Systems, an IT management company and **managed services provider** (MSP) based in St. Albans, UK. The company is an award-winning MSP partner of N-able Technologies®, the global leader in **remote monitoring and management** (RMM) software.

According to Parker, one of the primary reasons he looked to Twin Systems was his personal knowledge of the company's founder, Steve Songaila, and Twin Systems extensive experience using N-able's N-central® 7.0 RMM platform and N-compass™ reporting tool, which has helped their customers reduce IT costs, manage their **IT infrastructure** and maximize productivity.

Among the many key features within the N-central RMM software is a powerful **asset management** capability, which, as it turned out, was exactly what Harrow Green needed.

"We had a massive asset base and we needed Twin Systems to help us find everything," Parker says. "The device count was important, but what was more important was that N-central could help us to focus on fixing our core problem – managing our IT costs and giving us accurate, predictable costs for budgeting purposes."

**“N-central showed us exactly what was possible. It has enabled us to evaluate our IT costs in detail and at a divisional level as well and has also given us a 100-per-cent accurate asset register. It is an absolutely brilliant management tool for us.”**

– Martin Parker, COO, Harrow Green

Using N-central’s asset management power, Twin Systems immediately went to work by putting a network probe on each Harrow Green location. Although neither company knew exactly what the probes would turn up nor how the project would conclude, both were confident that the results would ultimately lower Harrow Green’s IT costs by enabling it to pare down its assets and quickly identify and remove any duplicate technology.

Indeed, through the power of N-central, Twin Systems very quickly gained visibility to upwards of 97 per cent of Harrow Green’s devices. This discovery process ultimately enabled the relocation firm to cut its number of servers by more than 20 per cent, to pare its collection of printers by 80 per cent and to reduce the number of PCs on the network by more than 15 per cent. The result was approximately 25 per cent savings in hard IT costs alone, says Parker.

“With the help of Twin Systems and the use of N-central, we can now manage our business better,” he says. “Because we know where everything is, we can look at all we’ve got and make more intelligent business calls on it.”

The depth and breadth of the outcome startled both Parker and Songaila. “N-central showed us exactly what was possible,” explains Parker. “It has enabled us to evaluate our **IT costs** in detail and at a divisional level as well and has also given us a 100-per-cent accurate asset register. It is an absolutely brilliant management tool for us.”

Songaila says N-able’s N-central software is the “cornerstone of a good working relationship with our clients, as it supports an open and trusting client relationship.” He adds that he wasn’t aware of the true power and **asset management capabilities** of N-central until his company engaged with Harrow Green on this project. “It is phenomenally powerful and really took us by surprise.”

Songaila says that the project opened his eyes to new possibilities for Twin Systems to serve its clients through N-central’s asset management tool. “Asset tracking is a powerful part of **managed services** and a functionality that can really deliver meaningful results to our clients.”

As a result of this successful partnership, Parker says that Twin Systems is already engaged to help Harrow Green with a number of new projects, including its Customer Relationship Management system.

“We have 21 new projects this year for IT improvement,” Parker says. “Twin Systems is a trusted advisor that helps us manage our IT. Once they had the opportunity to show us the benefits of a managed services approach in certain areas, we trusted them for others.”

## Next Steps

- **Read more case studies about N-able’s MSP Partners**
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