

Success story

Bringing clients into the digital revolution via Atera's App Center

2 min read



Industry Managed Services Provider

Solution Atera for MSPs

Challenges

- Provide high-quality, low-cost IT services to SMBs
- To stay nimble and resourceful as a 5 person company
- Find and deploy leading security solutions to meet various client needs

Benefits

- Real-time visibility to potential issues and actionable, data-driven insights
- A marketplace of integrated IT solutions, with a suite of multi-layered cybersecurity products to choose from
- Great time savings when provisioning and deploying partner solutions

KPI: 5-star customer rating for speed and quality of support

Layer3 is a Canadian Managed IT Services Provider that specializes in providing IT services to small and medium-sized businesses. They offer backup management for client data and services related to computer deployments, servers, email, website management, hosting, and more. Even with only four employees and one administrator, Layer3 has been able to service many satisfied clients. Their nimble team allows them to offer services at a lower price point, allowing their customers to spend more on other necessities. To keep ahead of competitors, Layer3 takes advantage of Atera's App Center, specifically the partnership with Emsisoft, which provides a multilayered suite of cybersecurity products. Through Atera, Layer3 technicians set up alerts that notify them when there's an error with Emsisoft or when a new update needs to be patched. These alerts allow Layer3 to be proactive and address potential issues before they become a problem for customers. The app center also allows MSPs like Layer3 to deploy integrated software to managed devices, saving them manual installation and patching hours. To ensure that small businesses get access to digital transformation, Layer3 utilizes the Atera App Center, which provides a significant advantage to nimble MSPs like Layer3 since they can offer more robust solutions while keeping precious time resources to a minimum. These integrations allow MSPs to monitor every aspect of their client's devices and networks, including the activity of Emsisoft.

Our phones don't ring off the hook because we are constantly just being proactive, proactive, proactive, proactive."

President, Amir Zehtab-Jadid
Layer3

