



Fast Break Tech – MSP Managing 3,000 Endpoints – Switches from LogMeIn Central to Splashtop Remote Support Premium



About Fast Break Tech

Founded in Sacramento, CA in 1999, Fast Break Tech's mission is to quickly, accurately, and efficiently provide quality computer services to their customers. Fast Break Tech provides full IT services to their clients (residential and commercial).

Today, Fast Break Tech has 8 technicians that manage over 3,000 endpoints. Most of their customers are located throughout California and Nevada. When Fast Break Tech provides support to their clients, it is usually done remotely from the Fast Break Tech office.

The Challenge

MSPs today face the challenge of trying to support their clients' devices scattered across different locations with limited resources. To meet demand, MSPs rely on remote access software to be able to provide support to their managed devices without having to physically travel to their customers.

In addition to remote access, MSPs often look for tools that help them remotely monitor and manage their endpoints too. This helps MSPs proactively address issues before they arise and keep their endpoints running smoothly.

There are several products out there that provide these tools, however, they can often be expensive, lack certain features or functionality, or have unresponsive support teams. This especially strains MSPs who are trying to scale their business, as adding on new customers can become expensive or hurt their efficiency.

Case Study

Summary



www.fastbreaktech.com

Fast Break Tech, an MSP based in Sacramento, CA that manages over 3,000 endpoints, uses Splashtop Remote Support Premium to remotely monitor, manage, and support their clients.

Fast Break Tech switched to Splashtop after previously using LogMeIn Central Premier. The team at Fast Break Tech has been very happy with the switch, citing better experience, features, and Splashtop's support team being more responsive as reasons why they prefer Splashtop.

Splashtop, Inc.
www.splashtop.com

Splashtop Remote Support Premium Benefits



[Splashtop Remote Support Premium](#) is designed for MSPs and IT professionals who are looking for a solution that offers computer management and control features, in addition to remote access.

Support Windows and Mac computers from any Windows, Mac, iOS, and Android device.

- **High Performance:** Splashtop Remote Support Premium is powered by the same award-winning remote access engine found in Splashtop's personal use solutions. Enjoy fast connections with HD quality and sound.
- **Top Features:** Splashtop Remote Support Premium comes with the top features MSPs and IT teams need, including file transfer, chat, remote wake, remote reboot, session recording, user and computer management, grouping, and more.
- **Low Price:** Splashtop can save you over 80% when compared to other solutions. Plus, Splashtop doesn't have a history of price increases like other remote access providers.

Fast Break Tech is an MSP managing over 3,000 endpoints with just 8 internal technicians. To support their large client base, Fast Break Tech was using LogMeIn Central Premier.

However, Fast Break Tech wasn't satisfied with their situation and wanted to find a new solution. Steven Walker, President of Fast Break Tech, discussed what drove them away from LogMeIn.

"We used LogMeIn which slowed down too much over the years," Walker said, "and if there were features that I would have liked to have been brought in, the company was too large that nothing ever happened. They weren't responsive to our requests. Plus, at the time we were trying to get away from Kaspersky, and that was the only protection that was integrated with LogMeIn."

Solution

Eventually, Fast Break Tech cut ties with LogMeIn and switched to [Splashtop Remote Support Premium](#).

Splashtop Remote Support Premium is a remote support solution specially designed for MSPs and IT professionals. It includes features such as unattended remote access, file transfer, chat, and remote reboot; and also includes additional monitoring and management features commonly found in RMM products.

Monitoring and management features found in Splashtop Remote Support Premium include configurable alerts, event logs, remote command, system inventory, update management, scheduled actions, and more. Users can also deploy and manage Bitdefender Antimalware to their managed computers from within the Splashtop console.

Results

Right from the beginning, Walker saw the benefits of making the switch to Splashtop. When talking about the implementation process, Walker mentioned it was easier than he expected.

"The Splashtop team guided us on using InstallForge to create our own builds with security codes, a must for us," Walker said. "Also, we were able to [use the LogMeIn One2Many feature to install Splashtop](#) on most of our clients."

Once he started using Splashtop, Walker liked the Splashtop experience more and said it was faster than LogMeIn. "I heard my team indicate that they enjoyed Splashtop better," said Walker.

As for features, Walker praised chat (particularly out-of-session chat) and attended support as some of the highlights of Splashtop Remote Support.

Chat Feature Improves Efficiency

"The chat is phenomenal," Walker said. "We use that all day long. There are times when we're on a call and we need to start helping the next customer. We need to get the ball rolling so we just hit the chat button to start chatting with that customer."

With Splashtop Remote Support, you're able to chat with your clients, even without remote connecting into the computer first.

Why Choose Splashtop

Here's why MSPs love Splashtop:

- Splashtop Remote Support Premium saves MSPs 80% or more when compared to other products like LogMeIn.
- MSPs can easily grow and scale their business thanks to Splashtop's low pricing.
- Splashtop Remote Support Premium includes the top tools and features needed to monitor and manage endpoints, and to complete daily IT tasks with ease.
- Splashtop prides itself on having a quick, responsive, and helpful support team that is easy to reach.

"We are all about relationships, something we could tell we had with the Splashtop team."

Steven Walker

President, Fast Break Tech

Walker also discussed more benefits of the chat feature in Splashtop.

"If we call and get their voicemail, we send a chat saying, 'hey is it alright if we remote in now,' and they say, 'yes,' and then we're right in," Walker said. "I also like that it shows our name in the chat. With LogMeIn it would just say 'LogMeIn Remote User', so they had no idea who they were actually working with. But with Splashtop chat they know which technician it is."

Instant Support On The Go With SOS

The other feature Walker praised was the attended support (SOS) feature that allows you to instantly connect to any Windows, Mac, iOS, or Android device with a session code to provide support. This feature helps MSPs like Fast Break Tech support devices not managed under their account, since no prior install is necessary.

"The SOS is incredible for us," Walker said, "I'm able to multi-task while on the go and use SOS to provide support. Just give me that 9-digit code and I'll be in there and be able to help or tell them what to do."

Splashtop Remote Support Premium is a cost-effective, high-performing, user-friendly alternative to LogMeIn Central. It can also be used in place of more expensive, complicated RMM tools. [Try it for free](#) (with no credit card required) or [schedule a demo](#) for more information.