



“With Insight, monitoring and troubleshooting my networks for different clients has never been easier.”

Company name:

Hopemate

Industry:

IT Service Provider

Geographic region:

Vancouver, Canada

Hopemate Soft brings hope to SMB networks with NETGEAR Insight.

BACKGROUND

Hopemate is a small IT service provider located in the Greater Vancouver area that brings IT support to small businesses in its community. Founder, Ian Chang, started as an IT freelancer and eventually decided to turn his work into a small business. Hopemate now provides IT integrations, installations, and general troubleshooting services for their clients.

PROBLEM/OBJECTIVE:

As Hopemate’s client base grew and expanded to managing customer networks, it became a challenge to oversee all the different sites. Ian knew the key to Hopemate’s future was to standardize the management platform. They needed a solution that was cost effective and consolidated all customer site interfaces.

SOLUTION

Hopemate installed a variety of NETGEAR’s Insight managed devices (switches, access points, and network storage devices) for four of his customers. They consist of businesses in real estate, medical, and printing with 10-30 employees. Immediately following, Ian was able to remotely manage those networks from the Insight mobile app and web portal directly from his office.

RESULTS

The Insight network management app and portal have made Ian’s job easier and time efficient. He can initially configure his customers’ device(s) remotely and later guide his clients through the rest of the simple setup without having to allocate time traveling to different locations. Additionally, he is able to configure through a more advanced GUIs offsite.

Monitoring and troubleshooting have improved immensely for Hopemate. Before, Ian would have to wait for a call from his customers notifying him that their WiFi was down, then drive over to troubleshoot. With the Insight mobile app he receives notifications when something goes wrong and can take action anywhere, anytime. Whether it’s rebooting a device, updating the firmware, or changing user access, he no longer has to be onsite to fix the simple problems.

This solution has saved hours of valuable time Ian now uses to continue growing his business.

FUTURE

Hopemate plans to install the NETGEAR Insight Ecosystem to a few other customers this year, further expanding his MSP business.

