RPG Crouch Chapman LLP (RPGCC)

GoTo Resolve enhances IT support and gives RPGCC unprecedented oversight and control of its IT estate

RPG Crouch Chapman LLP (RPGCC) is an award-winning London firm of auditors, chartered accountants, tax and business advisers.
www.rpgcrouchchapman.co.uk

Challenge

RPGCC outsourced its IT support to a managed service provider (MSP), which offered 24/7 helpdesk support and infrastructure management.

Alvi Chowdhury, Head of IT at RPGCC, says: "When I joined the firm as its new IT manager, we were using the subscription-free IT support tool offered by the MSP. I noticed the service desk was struggling, particularly when connecting to users' machines, and we had little control or oversight of devices across the business. The MSP service desk is very much part of our business, and we wanted to help them improve IT support and management."

Solution

RPGCC could simply have upgraded to the premium remote support tool offered by the MSP. Instead, Alvi wanted to find a solution that better suited the firm's needs, which the MSP could adopt.

Alvi says: "Having previously used well-known IT support systems from established players, I was keen to make the leap to something new and different. I had been introduced to GoTo Resolve in a previous role, and was impressed by its user interface and feature set."

While Alvi was well aware of the strengths and limitations of more established systems, he wanted to learn more about GoTo Resolve. He signed up for a free one-month trial to put the system through its paces.

Alvi explains: "I wanted to see how much IT management I could do with GoTo Resolve, and how quickly. I basically tried to break it – to see what kind of stress I could put it under. At the end of the trial, I was absolutely happy with its performance and decided to deploy it across our business."

> "GoTo Resolve has made a massive difference to our IT support, management and oversight – and our MSP service desk is very happy with it. I've been recommending it to other firms for its price, features and stability."

**Alvi Chowdhury**
Head of IT,
RPGCC

Results

GoTo Resolve has transformed remote IT support and management for RPGCC. It enables the MSP service desk to provide a more responsive, effective service, while simplifying management of the firm's entire IT estate. Alvi can now devote time to more challenging tasks, while using GoTo Resolve to automatically schedule updates and roll out patches.

Alvi says: "Most importantly, GoTo Resolve has given us complete oversight of our IT infrastructure, which we didn't have before. It has been instrumental in giving us total visibility of all devices and their status via a single, easy-to-use platform."

RPGCC particularly values the inventory management, device classification and patch-management features, as well as the clear and simple user interface. GoTo Resolve is now automatically deployed on all users' devices, giving employees quick and easy access to remote support.

Alvi adds: "GoTo Resolve has provided additional benefits, which I hadn't foreseen. We had been looking for an asset-management solution to track all our devices, so it was a pleasant surprise to discover that GoTo Resolve provided this vital function too."
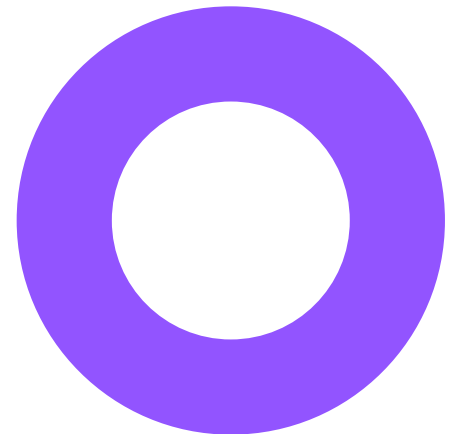
In need of a remote support solution that saves time, money, and resources? GoTo Resolve. All-in-one IT support software, made simple.

Learn More