NetCenergy Offers White-Glove Service with Help from Cloud Marketplace

During the 17 years that NetCenergy has been up and running, the IT industry has changed quite a bit. And NetCenergy has changed with it, evolving from a break/fix model offering project-driven solutions to a fully managed service provider that proactively monitors and manages its clients' infrastructures.

What sets NetCenergy apart is its execution. The company conducts quarterly business reviews with its clients to discuss their goals and issues, while pitching products to help them get the most out of their IT systems.

"We actually do what we know our clients need," said Donald Nokes, president and co-founder of NetCenergy. "We become engaged with them. We're very, very involved."

Continuing the evolution

With the cloud revolution, NetCenergy needed a way to expand their cloud offerings and continue elevating their business into a high-level MSP. The goal: to be the highest-level MSP in the area, offering white-glove service to SMBs in the southern New England area.

The company was already providing Microsoft Office 365 installation and managed services to some of their customers as they replaced old email servers. NetCenergy wanted to expand their cloud offerings, including infrastructure as a service (IaaS), as well as focus more heavily on fewer, high-quality customers to raise their bottom line.

NetCenergy

Industry
Managed Service Provider

Headquarters
Cranston, Rhode Island

Employees
35

Choosing Ingram Micro Cloud

When it came time to choose a cloud solutions distributor, the choice was obvious. NetCenergy already had a productive relationship with Ingram Micro through its traditional distribution services, so the company's cloud division, Ingram Micro Cloud, was a natural fit.

"Ingram Micro Cloud is the go-to distributor we wanted to have," Nokes said.

The breadth of services offered by Ingram Micro Cloud also contributed to NetCenergy's choice. By choosing Ingram Micro Cloud, NetCenergy would be billed by just one company and manage all of their offerings in one place.

"You can't juggle three to four distributors when you're just starting out," said Dan Charland, co-founder and VP of business development for NetCenergy.

Reaping the benefits

Since joining Ingram Micro Cloud Marketplace, NetCenergy has been able to improve their bottom line by 15%—all while shifting from serving 175 individual companies in 2015 to 86 in 2018. At the same time, they dipped their toes into IaaS by offering Microsoft Azure to select clients and have started offering solutions from Axcient as well.

In addition, they have reduced reconciliation time on invoicing and streamlined their back end by managing all of their cloud clients in one place. And NetCenergy has taken advantage of the reporting features offered by Ingram Micro Cloud Marketplace to improve visibility into their client base.

"What I find is it's really very comprehensive," said Nancy Prescott-Phelps, sales administrator at NetCenergy, who handles orders and purchasing for the company. "As our clientele of cloud customers has grown, it helps me dig down into each one. I can separate them and find what I'm looking for in terms of history—if I'm adding or changing licenses, it's right there."

She also cites the fast response time from Ingram Micro Cloud as a distinguishing benefit. By ordering and receiving product within half an hour, their engineers can get changes up and running right away.

"We can dig down and get information ahead of time, prior to invoicing," Charland said. "It's really been beneficial to us to be able to make adjustments and fix things on the fly."

In the future, NetCenergy plans to use Ingram Micro Cloud Marketplace to add more services as their cloud business grows while remaining a service-oriented, high-touch MSP.

"What we want to do as we mature in our cloud and MSP offerings is to start offering those other myriad software packages you offer through the cloud," Nokes said. "We're really looking forward to going broader in terms of products we're offering through Cloud Marketplace."

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Dan Charland
▶ *Co-founder and vice president of Business Development, NetCenergy*

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