

How Interlaced Reduced Costs and Increased Efficiency with Addigy's All-in-One MSP Solution

CASE STUDY

Interlaced is a managed services provider (MSP) based in San Diego. They work with creative agencies, SaaS providers, tech companies, and non-profit organizations. Interlaced currently manages over 1,700 macOS and nearly 300 iOS devices.

In early 2020, Interlaced decided they needed a modern [Apple device management platform](#) to keep up with the pace of their business's growth and allow their team of sixteen to maintain quality service for all clients.

Here's how Addigy's streamlined [multi-tenant capabilities](#) and cost-friendly unified endpoint management software stood out from the competition.

! THE PROBLEM

Find a Solution to Work More Efficiently and Cost Effectively

Interlaced had been using the same Apple device management solution since they first opened their doors in 2009. But as their client count and team grew, two challenges emerged with their current platform:

1 | The need for a better multi-tenant environment: With their old solution, Interlaced's team had to manage each client in separate environments. Managing credentials and workflows separately created extra work for systems engineers and taking time away from other projects.

2 | The rising cost of service: Interlaced was spending a significant amount of money just to onboard new clients and access critical device management tools that weren't already available to them through their old vendor.

So, Interlaced founder and CEO, Justin Wells, looked for an Apple device management platform that could make his employees' lives easier and **lower the cost of doing business.**



THE SOLUTION

Familiar Faces and a Product that Delivers an Easier Way to Work

Wells had known about Addigy and CEO Jason Dettbarn. In fact, his engineers provided feedback on Addigy's product early in its product development process life cycle years ago to ensure Addigy would be well-positioned to serve MSPs in the future.

In 2020, Addigy's platform has the right features to address all of Interlaced's major pain points:

- **Multi-tenancy to drive staff efficiency and eliminate repetitive tasks**
- **Ability to onboard new customers through the cloud, based on a single MDM framework**
- **An MSP toolkit that includes remote monitoring and management capabilities at no extra cost**

"We were familiar with them from the start, and then they came back to us with the solutions we needed," Wells said.



THE RESULT

Wins for Interlaced Customer Service, Productivity, and Business Development

When Interlaced makes decisions, they look for “win-win-win” outcomes that positively impact three groups: clients, teams, and their whole organization. Addigy has been a win for all three so far.

Addigy's white-label platform is integrated within Interlaced's pre-existing tech stack, so customers' daily experience with Interlaced has gone uninterrupted. And the time savings for Interlaced's team are significant. Multi-tenancy has helped tap into economies of scale and optimize common tasks, for both existing and new clients, including...

- Software deployment
- OS patching and restrictions
- Scripting and automation
- Templating policies

Interlaced President and COO, Jeff Gaines, estimates that Addigy will reduce the time Interlaced's team dedicates to Apple device management by at least 30 percent each week.

“It's helping us create happier team members and secure our managed endpoints more effectively”

- Jeff Gaines, President and COO.

Interlaced estimates they'll save over 40 percent on device management costs thanks to Addigy's built-in support for third-party software patching, monitoring and remediation, and remote access. With new Addigy features like GoLive and Live Desktop at their fingertips, they've also been able to expand their services and create even more satisfied customers.

Addigy's full suite of management tools has positioned Interlaced to reach its ambitious growth goals without spending more or compromising on quality. [free trial](#) or reach out to our team today.

A Team of Experts That Is Dedicated to Supporting Your Business

In addition to the platform, Wells calls out his interactions with the Addigy team as a major win.

“Whether it’s the solutions engineers, customer support, channel partners, or the executive level, Jason and his team have done a great job building and maintaining relationships,”

- Justin Wells, Founder and CEO

Addigy is dedicated to helping you exceed expectations for your customers. To learn more about what Addigy can do for you, [contact our team](#)

