How Dr Logic Enhanced the Efficiency of their Apple Support Services with Addigy

CASE STUDY

Founded in 2003, Dr Logic is a London-based company comprised of IT partners and consultants, who specialise in providing businesses with world-class technical support for the Apple ecosystem.

Comprised of the founding members of the Apple Consultants Network in the UK, Dr Logic provides Apple IT support to equally ambitious, fast-expanding companies. To deliver the optimal Apple solutions they are so proud of, the Dr Logic specialists needed the right tools at their disposal. When other solutions fell short, Addigy was able to provide exactly what they needed.

⚠ THE PROBLEM

Inefficiencies Hindering Service delivery

Dr Logic struggled with their legacy Mobile Device Management (MDM) solution as it was not optimised for MSP use.

They were unable to manage all their clients from one portal, meaning they had to log in and out of multiple platforms in order to carry out basic, repetitive tasks. While this was a problem day-to-day, it particularly hindered the implementation of patching and operating system updates.

This was not a maintainable solution as the inefficiency of the platform was causing significant roadblocks and frustrations for engineers and end-users alike.

💡 THE SOLUTION

A Centralised MSP Management Portal

Two and a half years ago, Dr Logic transitioned to Addigy from their legacy MDM solution. As Addigy is specifically designed to help MSPs with Apple support, Dr Logic could manage all their clients directly from one portal and carry out any updates or patches needed in one action.

Despite moving to a new platform, the Dr Logic technicians were able to adapt to Addigy quickly and easily. Not only is the platform intuitive and easy to navigate, but the Addigy team provided dedicated and detailed support, guiding the Dr Logic engineers through the use of the platform.

The Addigy team even provided Dr Logic with bespoke codes and scripts to enhance the actions their engineers were taking on the platform, increase their efficiency and streamline everyday operations.

📈 THE RESULT

Ease of Use Enhancing Efficiency

Within their cohesive, centralised portal, Addigy have a dashboard optimised for MSP functions. As a result of utilising Addigy and the portal, Dr Logic saw enhancements to several key areas of their operations.

Improved Onboarding

Addigy facilitated a faster onboarding experience for end-users, allowing them to get a Mac "out of the box" with light touch deployment from Dr Logic. Addigy also enabled seamless end-user reporting to key client contacts, providing detailed, accurate intel on user and device status.
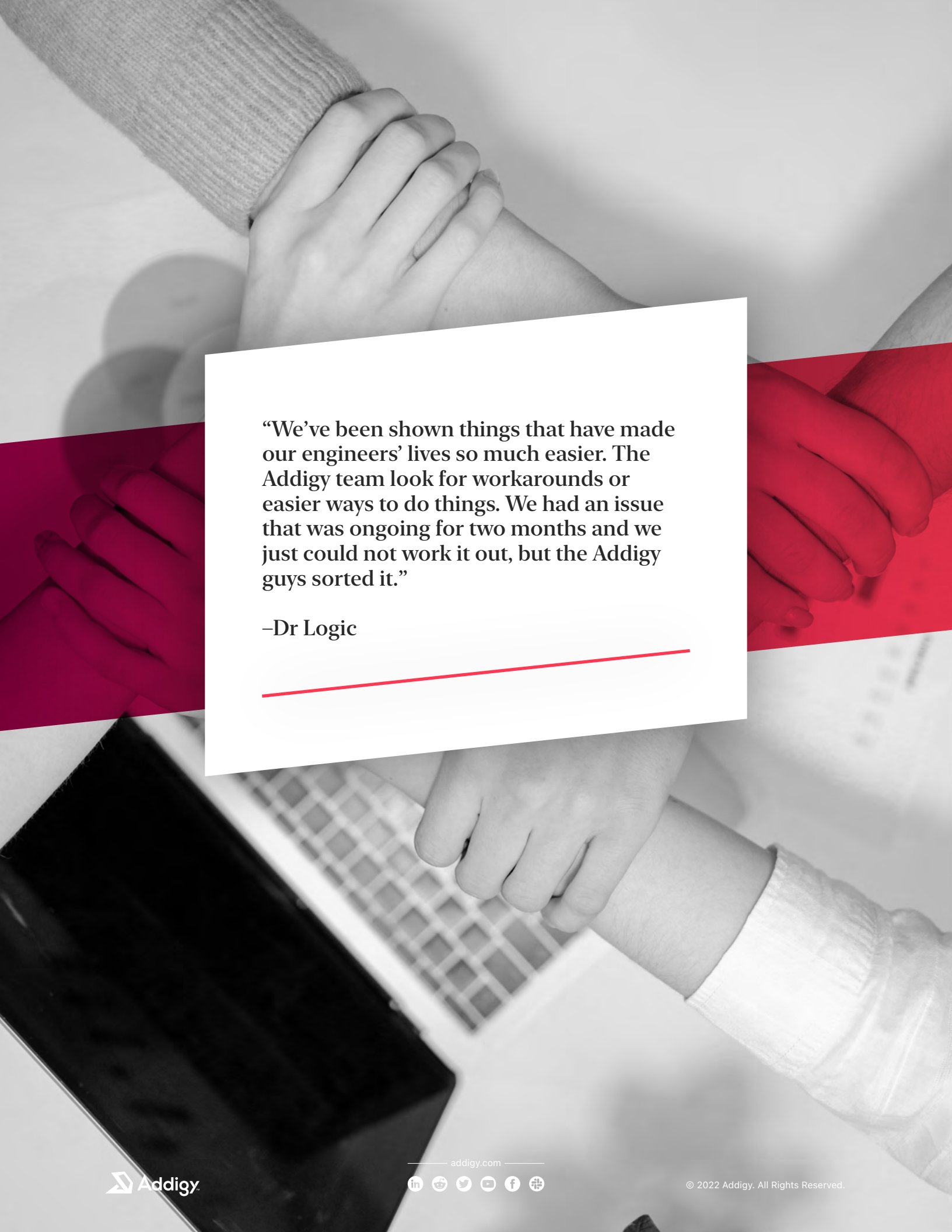
Automated Patching

Addigy enabled Dr Logic to introduce automated patching, which takes place silently in the background without any issues to the user. Dr Logic can now complete the patching process with only light touch interaction. The team has also experienced even faster operating system and software patching following the recent Addigy update.

Time Savings

Before using Addigy, Dr Logic spent one to two days on patching alone. Addigy made this process vastly more efficient, allowing Dr Logic engineers to patch all client devices and bespoke software in less than six hours. The time spent patching has been reduced by 60% and the resulting efficiencies have played out across the whole Dr Logic engineering team.

"We've been shown things that have made our engineers' lives so much easier. The Addigy team look for workarounds or easier ways to do things. We had an issue that was ongoing for two months and we just could not work it out, but the Addigy guys sorted it."

–Dr Logic

Addigy