

Omega Network Solutions

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Business Challenges

Range of client methods and deployment scenarios for remote access to files

Client frustration from unnecessary expenses and outdated solutions

Small engineering staff with limited labor capacity

Results

Satisfied unique client needs with one, easy-to-deploy and easy-to-manage solution

Discovered new applications for privately hosted file sync and share solution

Gained client trust by eliminating expensive or risky workarounds

Omega Network Solutions is a Toronto-based MSP providing IT services and technology support for the Greater Toronto Area. Since partnering with eFolder, Omega Network Solutions has used Anchor cloud file sync in a variety of deployment scenarios to nip client problems in the bud and increase their share of wallet at each client.



Goran Jovanovic, President, Omega Network Solutions

When it comes to client relationships, Omega Network Solutions knows how to play the long-game; instead of depending on “break-fix” revenue, the company focuses on earning client trust and on building long-term relationships.

“Getting a client to trust you is the most difficult task for an MSP – but it is also the most lucrative,” explains

Goran Jovanovic, President of Omega Network Solutions. “Having a client’s trust is the difference between a one-time transaction and being their trusted IT provider for years.”

Omega Network Solutions understands that there is a great incentive in building relationships that will pay dividends in the long run. As part of the company’s strategy, Omega Network Solutions proactively replaces its clients’ most frustrating and expensive technologies with dependable, technology services.

In 2013, Omega Network Solutions had a client operating in the energy industry that was becoming frustrated with the way that their company shared files. With remote employees in Canada and Israel, the client depended on a VPN to access files on a shared server. On multiple occasions, the client’s server failed, costing them thousands of dollars in downtime and repair costs.

“Sure, we were earning revenue from break-fix,” says Jovanovic. “But with every moment of downtime and each invoice, we were at risk of losing that client.”

Omega Network Solutions adopted eFolder’s cloud file sync and share platform, Anchor, to resolve the client’s issues and reduce their frustrations and costs. It was also an opportunity to regain the client’s trust.

“It was as simple as asking our client, ‘How would you like to pay less to maintain your server?’” says Jovanovic. “Their only condition was that their sensitive data stay in Canada.”

Omega Network Solutions used Anchor to move the client’s server data to the cloud. The client’s remote employees are now able to access the server’s files and folders from any location and any device. Using the private cloud version of Anchor, Omega Network Solutions is able to host the data in their own datacenter in Canada. Also, because Anchor is offered as a completely white-labeled service, Omega Network Solutions is able to sell the cloud file sync and share platform as Omega Drive.

In a matter of weeks, Omega Network Solutions was fitting the new service into other deployment scenarios, as well.

Omega Network Solutions runs Anchor with another client that has a distributed sales organization. With Anchor, the sales organization is able to confidentially share prospect and sales information without having to use a VPN. Setting visibility and sharing policies, Omega Network Solutions has mapped the company’s hierarchy and internal access privileges to team shares in the Omega Drive solution.

Another client of Omega Network Solutions, an individual accountant, uses Anchor to back up files from his laptop. If the laptop is ever lost or stolen, the client will still be able to access the backups from a different device. In addition, the client can ask Omega Network Solutions to perform a remote wipe on lost devices to prevent data from being leaked.

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Today, Omega Network Solutions deploys Anchor with a pricing structure that results in 50-70% gross margins; Omega Network Solutions charges per user and for the cost of storage in the company’s private datacenter. The company expects to heavily promote the Omega Drive service going into the future.

“With full confidence, I can say that Anchor is not a narrow or niche IT product; it’s a platform that consistently meets our clients’ diverse needs and aligns our interests with the interests of our clients,” says Jovanovic. “And where interests are aligned, revenue follows.”



Whether they are in Toronto or Tel Aviv, Omega Network Solutions clients’ need secure, mobile access to their files



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