



Main Street Church

Case Study

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Main Street Church Gains Efficiency and Convenience with N-able N-central

N-able™ N-central® is a remote monitoring and management platform that helps IT teams manage their infrastructure from one dashboard. With easy remote access, patch management, and even a drag-and-drop automation editor, N-central helps IT professionals accomplish more with their current resources.

“Within a couple of weeks, I could pretty much do anything I wanted with it.”

-Jordan Brennan,
technology director, Main Street Church

The Challenge

IT professionals need to be everywhere at once. If something breaks on one machine, it's their job to fix it—even if that means racing from their desks across a massive building.

Main Street Church operates on a 50,000-square-foot property. Jordan Brennan, technology director for Main Street Church, needed an easy way to deal with the workforce across such a wide area. He faced two key challenges:

1. **Managing Workers Across a Dispersed Building:** Managing devices across a 50,000-square-foot facility can quickly become challenging. Without the ability to access systems remotely and automate some of the maintenance, running IT for the organization can quickly become unwieldy.
2. **Lack of Visibility:** When asked what keeps him up at night, Jordan mentioned the idea that something will happen when he's not present. Solving this problem requires easy visibility into the environment as well as a simple way of fixing issues without needing to be physically present.

Main Street Church used N-central to help overcome these challenges.

What They Gained

GREATER VISIBILITY AND CONVENIENCE

With the N-central platform, Main Street Church can easily view the entire IT infrastructure from a single, central dashboard. If something needs attention, a quick glance at the dashboard can help them quickly note the issue, investigate, and address the problem. Plus, Jordan doesn't have to trek across the massive facility. Instead, he can simply kick his feet up and use the built-in remote access tools to solve the problem—without leaving his desk.

As mentioned earlier, one of Jordan's biggest concerns was that something would happen while he wasn't physically present. N-central helped ease his worries here as well. Jordan set up the servers so he could access them from anywhere and solve problems from home. He even cited the convenience of the iOS app, saying, "It just makes it so easy to do all that stuff from my phone." In short, N-central helps him handle IT issues fast—without needing to be on-site.

AUTOMATION

With only one person handling IT for the workforce, automation is an absolute must. Main Street Church leveraged several automation features to help improve their efficiency and better serve their user base. For starters, Jordan stated he liked the ability to set patch policies. From one location, he could choose the patches he wanted to push, and even set times for each machine to download the patches and reboot the systems. The time savings were apparent. "I would be out two, three, or four times a week resetting computers... Being able to automate tasks like that is a huge time saver," said Jordan. Plus, he can schedule updates for off-hours, so the updates don't interrupt the workforce's productivity.

Beyond that, Jordan mentioned the N-central platform helped him greatly simplify the process of onboarding new employees. "For new user creation, I'll set up a mailbox for everyone and get their shared folders working properly." This used to be an arduous manual process—now, the system automates a lot of the process when needed. This not only makes setting up new hires faster, but also helps ensure greater consistency.

ONE SYSTEM, SEVERAL PRODUCTS

Additionally, Jordan likes that N-central includes multiple crucial features in a single system. In particular, having antivirus in the same system as patch management allows him to keep systems reasonably secure without dealing with multiple vendors. Instead of having to add new licenses for AV products individually to each endpoint, he can simply activate antivirus using the same dashboard he uses to push out patches and monitor endpoints.



Results

N-central has helped Jordan tackle the challenges of managing IT for a facility the size of Main Street Church. Anyone can easily get overwhelmed in a modern IT environment, but N-central helps make things easier for IT professionals to manage it all. And you don't need to worry about the learning curve. As Jordan Brennan said, "There are a ton of resources you have like training classes... Within a couple of weeks, I could pretty much do anything I wanted with it." In short, N-able N-central can help you do more with your existing IT resources and get up and running faster than you might expect.

Learn more by visiting n-able.com/products/n-central.

About N-able

N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale.

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