



ZINSTALL

Case Study

Onsite Consulting

Onsite Consulting, an MSP, sales showroom, and repair center in Denver, Colorado, is using Zinstall to cut transfer time in front of a computer from 3 hours to 15 minutes, while giving the customer a greater experience – even in remote transfers.

www.zinstall.com/msp



About Online Consulting

Onsite Consulting is a consulting and repair company serving home and business users in the Denver, Colorado area. Onsite Consulting serves home and business customers with preventative monitoring, maintenance, networks, and training. Onsite Consulting's goal is to be an easy to understand liaison between you and the computer world - "Non Geeky Guys Who Can Communicate". A Business of the Year Award winner with over 39 years of experience, Onsite Consulting serves over 9,500 families and businesses in the Denver area.

Visit Onsite Consulting at

www.onsitedenver.com

www.pcs4seniors.com



The Challenge

Onsite Consulting serves almost 10,000 customers, both locally and remotely. Previously, when a customer needed to set up a new computer, Onsite Consulting engineers had to manually transfer data, and then manually install the customer's programs. Then, a technician would be dispatched to the customer's home or business for final touches and setup completion. This meant about 3 hours of tech time, plus 1-3 hours on-site with the end-user to fine-tune their system to the way it was before. Novice users who kept no original CD's, passwords, and loved their desktop exactly as before, often were frustrated at the process of a new computer.

This process always required physical travel - leading to high overall cost to the MSP in time and resources. Onsite Consulting needed a better way to perform computer setups and workstation provisioning.



Why Zinstall?

After an extensive evaluation process of multiple products, Onsite Consulting chose Zinstall as their migration tool. Among other benefits, Onsite Consulting engineers mentioned consistent migration results, and a complete scope of migration options supported by the product – including recovery from non-booting computers. Another key benefit was the ability to perform migrations remotely. With customers all around the US, Onsite Consulting techs are now able to perform complete migration for a customer thousands of miles away.



“Previously, we had to manually transfer data then reinstall all programs. Then, we traditionally had a technician dispatched to their homes or businesses for the final touches. With Zinstall, we transfer more thoroughly, faster, and give the customer a greater experience, so they can usually pick up their computer from us, and install in their homes themselves”



Scott Henke
Owner, Onsite Consulting

The Solution

Using Zinstall, Onsite Consulting techs can perform any migration task on a whole new level in terms of technician efficiency, completeness, and customer satisfaction

In a more common – and more straightforward – scenario, Zinstall is used to migrate customers’ programs, settings and files to a newly purchased computer. This can be performed either locally or remotely (even with zero physical presence on site): if both computers can boot, Onsite Consulting techs can remote into both computers and transfer all files and programs long-distance. Another core use case are failing computers or computers with boot issues. Techs can easily connect the old hard drive directly to the new computer, and use Zinstall to get the customer’s new computer set up like they used to have it, even when the old computer is unusable.

Onsite Consulting techs even use Zinstall to repair broken user profiles, by migrating from a damaged profile to a fresh, working one – while preserving the user’s personalization, settings and all files.

The Result

Onsite Consulting has been using Zinstall for years, and it remains the standard tool for migration and transfer jobs.

By automating migrations, Onsite Consulting is able to deliver consistent, efficient and reliable service to its customers, increasing customer satisfaction and giving the MSP another competitive edge. By the techs' estimate, Zinstall reduces the actual time spent on migration tasks by 80-90%, and in some cases turns scenarios that are simply impossible to perform manually – into not just possible, but automated jobs.

In fact, Onsite Consulting has even developed a new transfer service, offered to customers in different tiers – turning what once was a tedious, time-consuming task into a brand new revenue stream.



“Zinstall revolutionized our 39-year old business. It’s totally changed our company in terms of technician efficiency, completeness, and customer satisfaction. We’ve taken our valuable transfer time in front of a computer from 3 hours to about 15 minutes!”



Scott Henke
Owner, Onsite Consulting



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