

IT Lab Transforms its Clients' IT Environments with Egnyte

The needs of our customers are evolving. They want IT that helps them gain competitive advantage in their markets, that's reliable and that makes a difference to their businesses and their people.

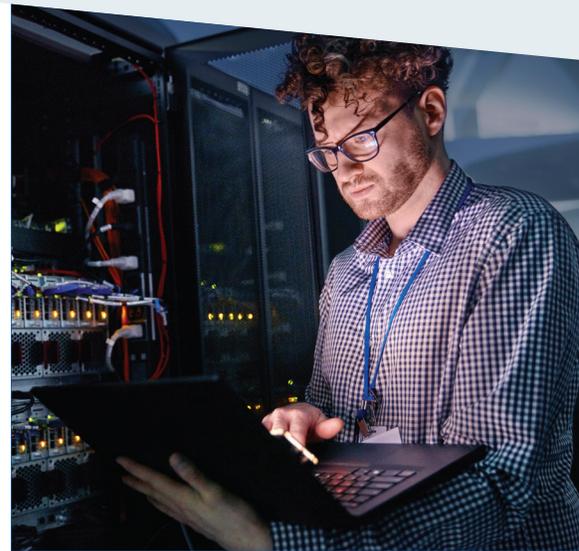
—Geoff Kneen | Managing Director, IT Lab

An Award-winning Partnership

Small and medium-sized companies across the UK are on the hunt for an IT-enabled competitive advantage. For many, that means a journey to the cloud – one that's fast, trouble-free and delivers real-world returns. IT Lab, in partnership with Egnyte, makes this happen.

Established in London in 2001 to support the needs of small businesses in the Capital, IT Lab has grown rapidly. Today, the multi-award-winning company employs over 700 people and serves clients across the UK and beyond from its London, Milton Keynes, Manchester and Cape Town, South Africa offices.

It's a business obsessed with service. It's future-focused and committed to making a difference for its clients and their people, which led to its 2018 award as Egnyte's MSP Programme Partner of the Year.



IT Lab partners with Egnyte to move clients to the cloud quickly, cost effectively and without disruption

A Burgeoning Relationship

The partnership began in 2015 as IT Lab explored new ways to address the old problems of inflexible, on-premises infrastructure for its clients. In a world of changing workstyles, evolving technologies and new consumption models, traditional file server environments were looking decidedly dated. Particularly in light of new, scalable, cloud-based options.

By working with Egnyte, IT Lab can address a broad range of client issues across both IT and business operations – from eliminating the VPN and remote access problems typically associated with legacy file servers, through to enhancing document sharing, version control and collaboration to support today's increasingly mobile workforces. Plus, with detailed reporting through an easy-to-use dashboard, clients can manage access rights and boost compliance.

IT Lab found Egnyte's user interface refreshingly functional and familiar to its users, being a primary catalyst for rapid user adoption with minimal training or change management required. Clients are assured reliability, resilience and enterprise-level security, building upon the trust they have in IT Lab's service.

"Egnyte takes clients away from traditional file server structures – enabling users to access their work and share files with colleagues, securely from any place and at any time."

—Geoff Kneen | Managing Director, IT Lab

As a channel partner, relationships matter. IT Lab needed a partner that values the channel, understands its challenges and provides a level of commercial flexibility it can pass on to clients. All this, alongside Egnyte's dedicated channel team and comprehensive partner support were critical in the decision-making.

As the relationship developed, it quickly became apparent that both partners shared the same service-obsessed ethos. IT Lab received rapid response to questions from their Egnyte account managers, and even Egnyte executives, if needed. Such is the strength and openness of the partnership so there's never a hitch in the service IT Lab provides its clients.

COMPANY

IT Lab is a 700-person strong, multi-award-winning IT Managed Services Provider supporting small and medium businesses in the UK and internationally.

It was awarded Egnyte's 2018 MSP Programme Partner of Year.

LOCATION

- Headquartered in London, UK
- Offices in London, Manchester, Milton Keynes, & Cape Town
- Business operations across the world

INDUSTRY

- IT Managed Services Provider

SOLUTION

- Resell, integrate and manage Egnyte portfolio

CHALLENGES

- Help clients drive competitive advantage and growth
- Accelerate and de-risk clients' cloud journeys
- Deliver IT-enabled positive outcomes for businesses and their clients

A lot of our clients are on a transformational journey to the cloud. Egnyte allows us to move them quickly, cost-effectively and without disruption to their business.

—Sanjay Mistri | Vendor and Alliances Director, IT Lab

“We started working with Egnyte because they were channel-focused. They had a separate partnerships team within the organisation, and had our best interests at heart.”

—Sanjay Mistri | Vendor and Alliances Director,
IT Lab Delivering customer value

Today, over 70 IT Lab clients use Egnyte across a wide spectrum of industries. From 20 seats to 450, each project is different. For some, an Egnyte deployment is part of a wider strategic move to the cloud. For others, it's a question of data transparency, regaining control of permissions and tackling shadow IT – often as part of a compliance programme. In the construction and architecture arenas, the focus is often on Egnyte's ability to effortlessly and securely transfer massive files and drawings to remote sites.

But without exception, all IT Lab clients are able to embrace a more flexible approach to managing, securing, and collaborating on the files and data they need to get the job done, anywhere at any time.

BENEFITS

- Long-term partnership to drive differentiation, support and revenue growth
- Visibility of, and input into, Egnyte roadmaps and product development
- Support of clients' cloud, workstyles and business transformation agendas

EGNYTE

In a content critical age, Egnyte fuels business growth by enabling content-rich business processes, while also providing organizations with visibility and control over their content assets. Egnyte's cloud-native content services platform leverages the industry's leading content intelligence engine to deliver a simple, secure, and vendor-neutral foundation for managing enterprise content across business applications and storage repositories. More than 16,000 companies trust Egnyte to enhance employee productivity, automate data management, and reduce file-sharing cost and complexity. Investors include Google Ventures, Kleiner Perkins, Caufield & Byers, and Goldman Sachs. For more information, visit www.egnyte.com