

“Central is completely invaluable to my consultancy business, and I simply could not run my company without it.”

### Challenge

JHB Consulting Inc. is a general-purpose consulting firm supporting customers in transportation, healthcare, government, and food service. Jim and his team of independent consultants manage their clients' network installations, app developments, and IT services. Jim's team has a client base that is dispersed geographically, and each client requires a personalized IT solution with continued support. JHB Consulting Inc. needed a secure remote monitoring and management (RMM) tool to remotely access their clients' computers and proactively resolve issues before they became problems.

### Solution

For over 16 years, JHB Consulting Inc. has relied on LogMeIn Central to help manage and support their clients. Jim and his team of IT consultants at JHB use Central to stay in close communication with their clients, managing their IT infrastructure proactively, solve problems in the background without user interruption, and remotely access client devices to solve issues before they become problems. Jim alone uses Central 8-10 times a day to manage his workload and client needs. During COVID-19, Central has become even more valuable than ever before – allowing him to provide the same levels of technical support to his clients from the comfort of his office. Instead of having to use a variety of individual solutions, Jim can utilize Central to solve all of his IT support and management needs for his clients. From one central dashboard, he can remote into client computers to solve one-off issues, install and update software, troubleshoot, and utilize Background Access to perform maintenance entirely behind the scenes in off hours for his clients without interrupting productivity. Jim also noted that in the rare event he requires some assistance, Central has one of the best 24-hour customer support teams he has encountered in his 40+ year career.



JHB Consulting Inc. is a full-service computer and management consulting firm providing speciality servicing to small and mid-sized businesses. For more than 40+ years, JHB has excelled at delivering technology services and support for the modern office.

### Results



**Faster issue resolution**



**Enhanced security**



**Extensive time & cost savings**

Implementing LogMeIn Central has benefitted JHB Consulting Inc. immensely. “LogMeIn Central is in many ways the backbone of my consultancy group. I would be unable to provide the customer service levels my customers expect without Central's easy to use interface, file transfer, background access, remote access, and unlimited user capabilities,” says Butler. Proactive IT support for their clients is the key to success for JHB Consulting Inc., and LogMeIn Central enables the company to remotely monitor and manage all of their clients' endpoints proactively for a seamless customer experience. JHB Consulting Inc. trusts Central to keep their business running smoothly, and their customers trust JHB Consulting Inc. because of their masterful ability to manage and support their needs.