

CASE STUDY

IT Services - MSP

DATANOVA SOFTWARE

Enabling Seamless Remote Access solutions to support diverse client needs as a TSplus partner.



OVERVIEW

- **Sector:** IT Services
- **Client:** Datanova Software
- **Need:** Secure and Scalable Remote Access for diverse clients
- **Challenge:** Managing IT services for multiple organizations
- **Solution:** TSplus Remote Access, TSplus Advanced Security and TSplus 2FA

KEY STATS

- **47 servers**
- **850 concurrent users**
- **2 regions** : USA/Canada, Europe
- **10+ years** as TSplus partner

TSPLUS AT A GLANCE

- TSplus was founded in **2007**
- **5,000 resellers** worldwide
- **4 innovative products**
- Rated **4.8/5** by users
- **500,000 clients** across industries

TSplus is up to 80% more affordable than traditional remote solutions, making it ideal for businesses looking to optimize their IT budget without sacrificing quality or security.

SUMMARY

Datanova Software required a secure, flexible remote access solution to efficiently manage IT services for multiple businesses. TSplus transformed their operations by enabling Datanova to provide superior service to their clients while optimizing their own IT resources.

ABOUT DATANOVA SOFTWARE

Datanova Software is a premier IT services provider specializing in delivering tailored solutions to businesses across industries. From small startups to medium-sized enterprises, Datanova supports its clients with expertise in server management, IT infrastructure, and remote access technologies. A proud TSplus partner, Datanova leverages cutting-edge tools to deliver secure and seamless IT operations for their clients.

CHALLENGES AND REQUIREMENTS

As Datanova expanded its client base, the team encountered increasing challenges in managing remote access for servers located across multiple client sites. Key issues included:

- **Scalability:** Ensuring seamless access for clients without overloading infrastructure.
- **Security:** Protecting sensitive client data from cyber threats while maintaining regulatory compliance.
- **Efficiency:** Reducing the complexity of managing multiple accounts and license portals.

Key requirements:

- **Easy to deploy and scale.**
- **Secure**, incorporating features like two-factor authentication (2FA) and Homeland Protection.
- Capable of **streamlining the management** of multiple client environments.



THE BEST REMOTE ACCESS PRODUCTS FOR WINDOWS SERVERS



TESTIMONIAL

"TSplus has enabled us to provide unparalleled IT service to our clients, helping them achieve operational efficiency while feeling secure in their IT environment."

— Anil Jadhav, System Administrator, Datanova Software

CASE IN ACTION

A key example of TSplus's effectiveness was demonstrated when Datanova facilitated the transfer of licenses for a client undergoing a merger. With TSplus, Datanova seamlessly reallocated licenses between accounts while ensuring uninterrupted operations for end-users, which avoided downtime and strengthened trust in Datanova's services.

THE TSPLUS SOLUTION

Datanova chose TSplus for its affordability, reliability, and robust feature set. By leveraging TSplus Remote Access and TSplus Advanced Security, Datanova improved its remote IT services:

- **Streamlined Access Management:** TSplus Remote Access allowed Datanova to deploy a centralized remote desktop solution for clients, enabling quick and reliable access to servers and applications from any location.
- **Enhanced Security:** With TSplus Advanced Security, Datanova implemented features such as Homeland Protection and IP filtering, ensuring that only authorized users could access critical infrastructure.
- **Scalable Licensing:** The flexibility of TSplus licensing enabled Datanova to scale access for clients as their businesses grew. Services like license transfers between accounts ensured seamless transitions when clients underwent organizational changes.
- **Cost Efficiency:** Compared to traditional remote access solutions, TSplus proved to be 80% more cost-effective.

RESULTS

Implementing TSplus solutions brought transformative benefits for Datanova and its clients:

- **Enhanced Client Satisfaction:** clients reported smoother and faster access to their systems.
- **Future-Proof Infrastructure:** Adaptability to client demands and technological advancements
- **Improved Security:** No major cybersecurity incidents were reported in 10+ years.

CONCLUSION

Datanova Software stands out as a model of how TSplus solutions empower IT service providers to overcome challenges, drive efficiency, and maintain robust security. By leveraging TSplus Remote Access and Advanced Security, Datanova not only meets but exceeds client expectations in a competitive industry.



START YOUR FREE TRIAL TODAY!

Need TSplus Remote Access?

[Download the free trial](#) on [TSplus.net](#) or [contact us](#) to discuss your needs.

