

CASE STUDY

IT Services – Managed Service Provision

ECOSOFT



Delivering reliable IT environments and optimizing costs, security and efficiency for SMEs.



CLIENT OVERVIEW

- **Sector:** IT services - MSP
- **Client:** [ecosoft](#)
- **Need:** affordable, reliable & secure software for their clients
- **Challenge:** meeting the above requirements with stable setups
- **Solution:** [TSplus Remote Access](#), [2FA](#), [TSplus Advanced Security](#), [TSplus Remote Support](#) & [TSplus Server Monitoring](#)

KEY STATS

- **92 servers**
- **2000 concurrent users**
- **Region:** Europe (France)
- **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

Ecosoft chose TSplus as their core remote access and security software and have been deploying TSplus solutions for their customers for many years. From network management and backups to remote access, security and user support, Ecosoft acts as an outsourced IT department for clients in a wide variety of sectors. TSplus allows the small team to provide a standardized, reliable platform and deliver enterprise-grade services to a large and diverse variety of SMEs.

ABOUT ECOSOFT

Founded and based in Paris, Ecosoft is a dedicated managed IT services company supporting SMEs across diverse sectors. His historic highly committed TSplus partner provides end-to-end IT services: infrastructure maintenance, consulting, network administration, backups, mobility tools and on-site interventions. Wielding such leading technology as TSplus, Microsoft, Acronis, VMware and Cisco Meraki, Ecosoft delivers reliable IT environments and aim to optimize costs, security and efficiency for their SME customers.

CHALLENGES AND REQUIREMENTS

With the initial testing far behind them and TSplus software firmly in hand, Ecosoft have faced the range of issues correlated to any struggles of its client SMEs, such as:

- **Portability:** On a recurring basis, the flexibility of a rehost is needed, but of course without access disruptions.
- **Licensing and scalability:** Choosing the right solution, license and setup for each client.
- And **a variety of gateway specifics** (loads, users, alerts...), printer questions or access configurations.

Ecosoft continually needs tools which can be easily replicated across multiple SMBs, making their team more effective.



TESTIMONIAL

"Fast, secure and cost-effective. TSplus is a robust solution for delivering remote access and web-enabled applications."

- Ecosoft

CASE IN ACTION

TSplus enables Ecosoft to efficiently manage recurring operational needs such as license handling, server rehosting, and gateway configuration across its customer environments. TSplus tools and support assist Ecosoft in efficiently providing secure, manageable and cost-effective remote access solutions, enabling smooth deployments and consistent quality of service across their customer base.

THE TSPLUS SOLUTION

TSplus Remote Access is the foundation for flexible granular remote connectivity and application publishing. Meanwhile other products of the TSplus suite help Ecosoft maintain unified control over client environments. All with support from TSplus teams when needed.

- TSplus Remote Access' Gateway Manager and Load Balancer simplify complex multi-server configurations.
- Its Universal Printer ensures smooth remote document handling.
- Server Monitoring provides proactive overviews and automated alerts.
- The TSplus licensing portal enables Ecosoft to easily rehost and update client licenses, maintaining optimal configurations with minimal disruption.

RESULTS

Several tangible advantage emerge from these solutions:

- **Customer satisfaction:** At a fraction of the cost, SMEs benefit from secure enterprise-level remote access, with great user experience and flexible connection options.
- **Operational efficiency:** Ecosoft's small team manage a wide client base thanks to its simple administration.
- **Scalability and flexibility:** Ecosoft can rapidly implement upgrades or architecture changes, action migration and scale services for their customers.
- **Years of positive experience** with TSplus reinforce Ecosoft's trust and confidence in recommending the tools.

CONCLUSION

Ecosoft's long-term adoption of TSplus demonstrates the suitability of TSplus solutions for MSPs serving SMEs. The products help Ecosoft provide their broad set of clients with secure, manageable IT environments to suit their various needs. The ongoing collaboration, guidance, assistance, as needs be, illustrate a stable and productive partnership built on real operational needs and proven reliability.



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Need TSplus Remote Access?

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