

Nerdio Manager for MSP:

Decision Digital saves time with Nerdio Manager for MSP



Industry: Managed Service Provider

Platform: Nerdio Manager for MSP

Region: United States

RESULTS

Reduced environment build time from one week to 30 minutes.

Simplified tasks, minimizing errors and frustrations.

Saved 12 technician hours annually on patching alone.



Challenges

- Needed a more efficient way to manage Azure Virtual Desktop (AVD) environments.
- Manual processes were time-consuming, error-prone, and overwhelming.



Solutions

- Transformed AVD management with automation and streamlined workflows.
- Enabled faster provisioning, patching, and troubleshooting.
- Simplified complex tasks with scripted actions and an easy-to-use interface.

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get started?**

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As a managed service provider (MSP), Atlanta-based Decision Digital helps small to medium-sized businesses achieve their goals with tailored IT solutions.

Having managed Microsoft Azure Virtual Desktop manually at a previous company, Scott Key, Service Delivery Manager at Decision Digital, knows managing cloud environments efficiently is no small task.

"The company was trying to do everything manually within the Azure platform," he recalled, "so as you might imagine, that was rather overwhelming."

When he joined Decision Digital, Key encountered a tool that transformed AVD management: Nerdio Manager for MSP.

"My initial thought was, 'Where on earth was this four months ago when I was at the other company trying to do Azure management manually?'" he laughed.

With Nerdio, Centre Technologies was able to move away from Citrix and embrace a more flexible, cost-effective solution that worked seamlessly with AVD. Nerdio also offered a pay-as-you-go model that aligned perfectly with Centre's need for agility.

Game-changing efficiency with Nerdio

Nerdio's platform quickly impressed Key.

"I was absolutely blown away by the platform," he shared. "It gives me a high-level overview of where things are, what type of hardware is in use, and the resources consumed in the environment."

Nerdio Manager's robust capabilities allow Key to manage user assignments, easily create host pools, and connect directly to user sessions—a huge time saver in troubleshooting. He estimates saving an hour weekly from this functionality alone.

Nerdio Manager was also able to automate many other crucial tasks for MSPs tasks, including updating images and managing Windows patching.



"With the scripted actions in the Nerdio platform, I have technicians that can literally just click a button rather than manually executing each step," Key explains. Nerdio Manager's automation saves Decision Digital approximately 12 technician hours annually on patching alone.

Saving time and headaches

Key's experience with Nerdio transformed not just his workflow but his peace of mind. Building new environments became faster and easier.

"I could literally build out an environment with Nerdio Manager and be ready for production in a matter of 30 minutes," he shared. "Manually, that would take a week."

Automation also reduces human error, simplifying tasks that once required extensive double-checking. "There's no more 'Did I do this?' or 'Did I do that?' for things like adding a network card or IP address. With Nerdio Manager, you just fill in a couple of fields, click a few buttons, and you're off and running," says Key. "You have a server within about 10 minutes."

Reflecting on Nerdio's impact, Key observes, "To be 100% honest, the whole Nerdio Manager platform is a huge time saver. And it's not only the time you save—it's the frustration and the headaches."

A true partnership

For Decision Digital, Nerdio's support goes beyond routine assistance—it feels like a true partnership. Key recalls a situation when his team needed a recovery effort. A quick message to his Nerdio representative resulted in a solution within four hours, even with a submission at 3:00 am.

"He saw my message and immediately connected me with the proper resource."

This proactive partnership extends to Nerdio's innovation. When Decision Digital wanted automated application updates included in the product, Key simply mentioned it to a Nerdio representative.

"Two months later, he tells me, 'Remember how you wanted to automate QuickBooks rollouts? That's coming out in one of the updates soon,'" Key recalls with appreciation.

Decision Digital's expectations for a partner are high, but Nerdio reaches them easily.

"We want to push the boundaries of how we use the platform and get the most value from it," says Key. "And Nerdio delivers. Every single month, above and beyond."

About Decision Digital

Headquartered in Atlanta, GA, Decision Digital supports a global clientele with tailored managed information technology solutions that encompass on-site networks, Azure cloud deployments and optimization, cybersecurity, AI, and data mining. Their consultancy services foster operational improvements within peer MSPs by enhancing business processes, workflow efficiency, and proficiency in ConnectWise.

About Nerdio

Nerdio is a leading provider of powerful, simplified cloud management solutions for businesses of all sizes. Trusted by managed service providers (MSPs) and enterprise IT departments alike, Nerdio equips organizations with seamless, cost-effective management tools for Azure Virtual Desktop (AVD), Windows 365, and comprehensive Modern Work solutions.

With thousands of customers worldwide, Nerdio accelerates cloud adoption, enabling companies to thrive in an era of hybrid work by providing modern, future-proof technology that adapts to evolving workplace needs.

For more information, please visit **www.getnerdio.com**.