

How Inhouse-Support achieved a 7,800% efficiency gain and reignited employee engagement with Nerdio



Industry: Managed Service Provider

Platform: Nerdio Manager for MSP

Region: North America

RESULTS

7,800%

Efficiency increase
(32 hours down to 15
minutes per deployment).

4 client

Migrations completed in a
single week (vs. 1 every two
weeks before).

1 full-time

Salary equivalent saved
through reduced manual work.



Challenges

- Azure Virtual Desktop (AVD) deployments taking up to 32 hours each, slowing growth and reducing profitability.
- Manual, inconsistent processes increasing workload and engineer burnout.
- Employee churn risk as senior talent was stuck on repetitive helpdesk tasks



Solutions

- Implemented Nerdio to automate and standardize AVD deployments.
- Leveraged Nerdio Enhanced Support for faster troubleshooting and expert guidance.
- Used Nerdio's cost estimator to provide accurate, predictable pricing to clients.

**Ready to
get started?**

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When Ben Estephan, owner of Inhouse-Support, first heard the name Nerdio, it was a throwaway comment at a Lenovo event.

Inhouse-Support

Someone had mentioned Azure Virtual Desktop, and when Ben shared how painful deployments had become, the response was blunt: “Wait—you’re not using Nerdio?” That offhand remark would soon lead to a complete transformation of his business.

At the time, Inhouse-Support was a growing managed services provider supporting cloud infrastructure, endpoint security, and Microsoft 365 environments across North America. Demand was rising. Clients were moving to the cloud. But behind the scenes, cracks were forming.

Every Azure Virtual Desktop deployment was a time sink—taking up to 32 hours per client, spread across multiple days. Manual processes dominated, configurations varied, and the workload was falling on the shoulders of senior engineers who were already stretched thin. It wasn’t just inefficiency—it was friction. Projects stalled. Profitability suffered. And employees began to leave.

“We were deploying one client every two weeks,” Ben recalled. “Our tools were holding us back—and our people knew it.”

Ben Estephan, Owner of Inhouse-Support

A wake-up call

That frustration led Ben to take action. He signed up for a Nerdio demo. What he saw wasn’t a sales pitch—it was a platform that aligned with what his team actually needed. A seamless, scalable way to deploy, manage, and optimize cloud environments across tenants. Guided onboarding made it easy to get started, and by the time the first deployment wrapped, Ben’s team was all in.

“We used to spend 32 hours deploying a single client,” he explained. “With Nerdio, it took 15 minutes.”

That’s not a typo—32 hours to 15 minutes. A 7,800% increase in efficiency. And it didn’t just make things faster. It made things consistent. The process was repeatable. Reliable. No more missed steps or last-minute fixes. What once took the better part of a week now took less time than a coffee break.



That newfound efficiency let Inhouse-Support scale rapidly. They went from onboarding one client every two weeks to four in a single week. Projects got done faster. Revenue came in sooner. And the profit margin on each engagement grew significantly.

"In April, I completed four migrations in one week," Ben said. "Those would've stretched over two or three months before. It completely changed our billing cycle."

A full-time salary saved

The financial impact was immediate. By reducing deployment time and offloading manual work, Ben effectively saved the cost of a full-time employee. He tracked it in a spreadsheet—hours worked, hourly rates, margin per project. And when he tallied the numbers, the results were clear.

"I'm saving the cost of one full-time employee. And now my projects go out the door quicker, which means more revenue, faster."

But the real shift wasn't just financial. It was cultural.

From burnout to buy-in

Before Nerdio, Inhouse-Support's engineers—some of them senior—were stuck doing helpdesk work, fielding repetitive tasks, and burning out. Their skills weren't being used. Their potential was being ignored. And the risk of churn was high.

Now? That's changed.

"We had our annual reviews recently," Ben shared. "And every single one of them said, 'This is my chair. I'm not going anywhere.'"

By automating the repetitive tasks, Ben freed up his team to do more meaningful work. One technician now focuses solely on endpoint and Azure security. Another leads training and compliance initiatives. With Nerdio in place, they can focus on innovation instead of support tickets.



And because Nerdio's platform is intuitive and role-based, even junior technicians can now take on responsibilities that previously required senior oversight—further expanding team capacity without compromising quality.

"With Nerdio, I can trust junior technicians to do critical work. That's huge for a small team."

"Nerdio Enhanced Support is worth every—every single—penny," Ben emphasized. "I always look at how long my team spends trying to figure stuff out. Your time is valuable. You should be out there getting more business."

Enhanced support, elevated impact

One of the most significant operational game-changers for Inhouse-Support has been Nerdio Enhanced Support.

Rather than wasting hours troubleshooting unfamiliar problems, Ben's team now leans on Enhanced Support to get expert help fast.

"With Enhanced Support, we sat down with a technician, showed them the issue, and they immediately gave us a fix—'implement this group policy.' That knowledge sticks with us."

Now, his team knows the protocol: skip the guesswork and open a ticket.

"They don't waste half their day anymore. They just email Enhanced Support. The response is fast. The issue is often resolved same-day. Even if it takes longer, at least they're not spinning wheels or losing client trust."

The result? More uptime, less stress, and dramatically improved team efficiency.

"Nerdio's Enhanced Support increased the efficiency with our team. It removes a lot of the overhead."

Nerdio also helped reshape Inhouse-Support's sales process. Before, Ben gave ballpark quotes that often needed revision—sometimes to the tune of hundreds or thousands of dollars. Now, with Nerdio's built-in cost estimator, pricing is predictable and accurate. That's improved trust with clients and given Ben's team the confidence to scale faster.

"We used to guess on Azure costs, and we'd get burned. Now we plug the numbers into Nerdio, and the estimate is bang-on. It's changed the way we sell."

The community that changed everything

It's not just the product that made the difference—it's the people. Ben's relationship with Nerdio grew through NerdioCon, where he discovered not only product innovations but a thriving community of peers and partners.

"I used to hate conferences," he admitted. "But at NerdioCon, I asked a random question at the buffet—and that guy's now my paid Azure consultant."

The event also connected Ben directly with Microsoft subject matter experts who helped him recover more than \$10,000 per month in Microsoft commissions he didn't even know he was missing.

"I lost sleep over it," he said. "That was hundreds of thousands of dollars, just gone. NerdioCon helped me fix that."

A strategic partner, not just a platform

Today, Nerdio is deeply embedded in how Inhouse-Support operates—from onboarding to automation to security and pricing. And for Ben, it's not just about what the platform does—it's about who stands behind it.

"Nerdio isn't just a vendor—they're one of our two most important partners. They understand our business, and they show up when it matters."

The relationship is still growing. Inhouse-Support is now testing Nerdio's API integrations to automate full client onboarding—including environment creation, application loading, and image deployment—all from a single support ticket.

Ben's vision is clear: more automation, more value, more focus on what matters.

"We've shifted from being reactive to being strategic," he said.

"Nerdio helped us make that leap—and we're just getting started."

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.



WEB www.getnerdio.com
EMAIL hello@getnerdio.com