

From crisis to 200% ROI: How Kilpatrick IT migrated 40 tenants 66% faster—and future-proofed their MSP with Nerdio



Industry: Managed service provider (MSP)

Platform: Nerdio Manager for MSP

Region: North America

RESULTS

200%

ROI achieved through efficiency gains and reduced staffing needs.

66%

Faster migrations, avoiding disruption and meeting critical deadlines.

Thousands

Saves in labor costs, while improving security and client satisfaction.



Challenges

- Short-notice migration of 40 tenants from NetApp VDI to Azure within 9 months.
- Manual Azure migrations were complex, error-prone, and slow for a small team.
- Manual Microsoft 365 security configurations across 110 tenants introduced inconsistency and compliance risk.



Solutions

- Nerdio's automated migration reduced Azure migration time by 66%.
- Deployment of standardized security templates across all Microsoft 365 tenants automated compliance.
- Intuitive, role-based Nerdio interface enabled junior technicians to handle tasks previously reserved for senior staff.

**Ready to
get started?**

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When Kevin Kilpatrick, owner of Kilpatrick IT, received notice that NetApp would be discontinuing their virtual desktop product, the stakes couldn't have been higher.

Kilpatrick IT

With just nine months to migrate 40 tenants to Azure, the future of his business hung in the balance.

“Without Nerdio, we wouldn’t have been able to migrate all our tenants in time. It would have been catastrophic,” Kevin recalled.

66% faster migrations—and thousands saved

Migrating clients manually through Azure was never designed for managed service providers. It’s slow, error-prone, and overly complex—especially for a small firm like Kilpatrick IT, with just 15 employees and limited Azure expertise. Nerdio changed the game.

With Nerdio:

- Migration time dropped 66%: What once took three days now takes just one.
- Tens of thousands of dollars were saved through increased technician efficiency and faster client onboarding.
- The business survived a potentially devastating disruption—completing the full migration ahead of deadline.

“We started every new environment in the morning, checked it a few times, and it was ready by the end of the day. That’s just not possible in native Azure.”

Kevin Kilpatrick, owner of Kilpatrick IT

Scaling Microsoft 365 security and compliance across 110 tenants

The story didn’t end with AVD. As Nerdio expanded its feature set to include Microsoft 365 security and compliance management, Kevin saw an opportunity to dramatically improve how his team supported their clients.

Before Nerdio:

- Each of Kilpatrick IT’s 110 Microsoft 365 tenants required manual configuration of dozens of security settings.
- The process was time-intensive and introduced risk through human error.
- Inconsistent settings made audits and security assurance difficult, particularly for high-compliance industries like legal and finance.



With Nerdio:

- Standardized security templates were deployed across all tenants in minutes.
- Manual processes were eliminated, reducing errors and increasing compliance.
- Client trust and satisfaction improved—especially with security-conscious firms.

“Now we know every client has a secure baseline. That’s been a game-changer,” Kevin explained. “We’ve probably saved thousands of hours across our team.”

Empowering lower-level technicians and maximizing ROI

Another unexpected benefit? Operational efficiency. With Nerdio’s role-based access and intuitive interface, even junior techs can safely perform tasks that previously required senior-level oversight:

- Level 1 technicians now handle basic tasks like user provisioning—freeing up senior engineers for strategic work.
- Kevin estimates a 200% ROI, thanks to saved time, lower staffing demands, and reduced risk.

“With Nerdio, I can trust junior technicians to perform critical tasks without fear of breaking something. That’s huge for a small team.”

AI, automation, and staying ahead of the curve

Today, Kilpatrick IT continues expanding its Nerdio use across M365 and Azure. With AI-powered automation on the horizon, Kevin is excited about what’s next.

“Nerdio is already asking the right questions—how do we reduce clicks, automate security, and free up time? That’s exactly where we need to go.”

But it’s not just the technology that gives Kevin confidence—it’s the relationship.

“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.”

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**.



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