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Kite Technology Group:
Sees productivity soar with Nerdio Modern Work management

KITE TECHNOLOGY

Industry: Managed Service Provider
Platform: Nerdio Manager for MSP
Region: North America

RESULTS

Cut
Device setup time from hours to minutes

Enhanced
Security with automated updates and policy enforcement

Increased
Tenant management across hundreds of devices
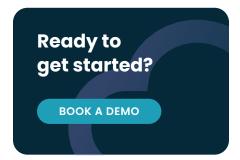
Challenges

- Needed an efficient solution to support client with limited IT budgets and staff.

- Sought secure scalable solutions for hybrid work.

- Aimed to reduce complexity of traditional IT setups.

Solutions

- Centrally manages Microsoft 365 environment with Nerdio's Manager's Modern Work capabilities.

- Streamlined security, disaster recovery, and device management across all clients.

- Delivers a cloud-first approach for improved efficiency and scalability, financial management.

Ready to get started?

BOOK A DEMO

"Nerdio's Modern Work management represents a shift from the local, centralized environment to a cloud-based stack. It's a cloud-first mentality and a catalyst for remote or hybrid work. It delivers the same powerful management benefits for Microsoft's Modern Workplace environments that Nerdio has long offered for AVD."

Kite Technology

Kite Technology Group specializes in helping independent insurance agencies meet their IT needs. While these agencies share many of the same requirements as larger firms, they often lack the dedicated personnel and budgets to manage them effectively.

"Independent insurance agencies sell insurance in small and medium-sized towns," said Adam Atwell, Partner and Chief Technology Officer at Kite Technology, whose expertise has earned him Microsoft MVP (Most Valuable Professional) status. "Our clients aren't the big boys," he continued, "and our job is to support them from a technology perspective."

Using Nerdio Manager for MSP to simplify the management of clients' Azure Virtual Desktop (AVD) environments, Kite offers its clients a competitive advantage. "We often act as a strategic partner," Atwell said. "We can be part of the business plan."

When Kite learned about the new Modern Work capabilities in Nerdio Manager, the company was eager to be an early adopter. These new features enabled Kite to offer its clients enhanced hybrid and remote work solutions without the management headaches.

"For us," Atwell explained, "Nerdio's Modern Work management represents a shift from the local, centralized environment to a cloud-based stack. It's a cloud-first mentality and a catalyst for remote or hybrid work. It delivers the same powerful management benefits for Microsoft's Modern Workplace environments that Nerdio has long offered for AVD."

A major shift in security and recoverability

Kite has seen numerous benefits from adopting the new capabilities in Nerdio Manager.

"It's really a day-and-night difference. When you're using Modern Work-based security, the ability to expand, update, and enhance that stack is on Microsoft's back. And it can happen in the cloud. You don't need to make a $20,000 investment in a product to stay up to date. It's already being updated for you."

Adam Atwell, Partner and CIO at Kite Technology

That's a huge value add from a security perspective," Atwell continued. "Nerdio Manager has given us a leg up in ensuring that when we push a security policy, it stays up to date, and we have confidence that it's the same across the board for all our clients."

With enhanced, cloud-based security comes improved disaster recovery. "We don't have to babysit old backups and recovery points like we used to," Atwell added. "In terms of business continuity, if a machine died today, it would take me 20 minutes to replace that in a fleet."

Atwell is also seeing huge improvements in device management. A job that once took three to four hours—such as replacing a machine—now takes only minutes to get users back up and running. Unified Application Management automates updates and controls to keep applications current across all devices. With Nerdio Manager's Modern Work capabilities, tasks that used to drag on for hours are now completed in minutes.

Redefining management and improving the client experience

Atwell also highlighted the game-changing efficiency Nerdio brings to tenant management, turning a once complex process into a streamlined, scalable solution.

"Say we have a list of a hundred-plus things that we want our tenants to be doing," he said. "Managing those at every client, and then across a hundred-plus clients, gets to be overwhelming. Nerdio has increased our ability to manage those policies at scale. If we make a change, we see that change pushed out, and we have confidence that it's being implemented across all those selected devices."

"Nerdio Manager also simplifies onboarding new clients. Kite used to roll out policies by connecting to the server and running multiple PowerShell scripts. "Now," Atwell marveled, "after you're onboarded, we just push out our baseline policies, and it's hands-off from there. That's fabulous."

On the client side, Kite's customers are experiencing increased productivity through improved file access, real-time collaboration, and seamless information sharing. While these enhancements are beneficial, Atwell knows that the primary need for an MSP is technological peace of mind.

"They want to know their devices are up to date," he said. "They want to know that their devices are secure, and they don't want to hear the noise. That's the kind of value our customers expect. And with Nerdio Manager's Modern Work capabilities overseeing Microsoft Modern Workplace, our tools help us meet that need."

About Kite Technology Group

Kite Technology is the trusted IT advisor to more than one hundred organizations across the United States. While specializing in serving independent insurance agencies, Kite also provides IT services to nonprofits, medical offices, legal firms, manufacturers, construction companies, and other professional organizations.

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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