

# ProArch charts a path to 50% efficiency gains with Nerdio-powered support offering



**Industry:** MSP

**Platform:** Nerdio Manager for MSP

**Region:** Global

## RESULTS

### 20–25%

Efficiency gains achieved, projected to reach 50% as legacy contracts move to GuardAssist.

### Shifted

To user-based billing model, making it predictable, scalable, and more customer-friendly.

### Reduced

Time-to-resolution and sped up onboarding for new customers.

### Freed

Senior engineers from maintenance so they can focus on higher-value work.



## Challenges

- ProArch needed to modernize its managed support services to provide more value to customers without raising prices, while reducing repetitive engineering work.
- Legacy models tied billing to devices and slowed onboarding, adding complexity and customer frustration.



## Solutions

- In early 2024, ProArch launched GuardAssist, its next-generation managed support offering built on Nerdio Manager for MSP.
- By leveraging Nerdio's automation, integration with Microsoft Intune and Azure Arc, and reporting, ProArch transformed service delivery with predictable costs, faster onboarding, and improved security baselines.

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*In early 2024, ProArch, a global IT services provider with offices in the U.S., U.K., and India, set out to modernize its managed support services.*

**The goal was clear:** Deliver more value to customers without raising prices while freeing engineers to focus on strategic, high-impact work.

The solution came in the form of GuardAssist, ProArch's next-generation managed support offering built on Nerdio Manager for MSP. By standardizing on Nerdio, ProArch has already achieved 20–25% efficiency gains with projections to reach 50% in the near future.

## Evaluating the options

ProArch's leadership team had been working with Nerdio for more than five years—initially for Azure Virtual Desktop (AVD) deployments—and knew the platform's automation, usability, and Microsoft-first focus could be transformative.

In early 2024, CEO Santosh Kaveti and Development & Customer Advisor Greg Dodge attended NerdioCon. After seeing the event's content and networking with other Nerdio users, they fully realized how Nerdio could form the foundation of a modern, automated managed service.

*"Nerdio is great at solving the 'penny problems'—small tasks that don't take long individually, but eat up hours in aggregate," Dodge explained. "Automating those frees our engineers to do higher-value work for customers."*

**Greg Dodge, Customer Advisor**

## Shifting to a user-centric model

One of the most significant changes Nerdio enabled was moving away from device-based billing.

"Before, if a customer had 25 devices but only nine employees, they were paying for all 25," Dodge said. "Now, with Nerdio, we price per user. Customers know exactly what each new hire or reduction means for their monthly costs. It's predictable, scalable, and far more customer-friendly."

This shift also removed charges for many previously billable events, like user provisioning and endpoint setup, thanks to Nerdio's built-in automation.

## Modernizing service delivery

Nerdio became the backbone of GuardAssist, integrating with Microsoft Intune and Azure Arc to enable:

- Anywhere, anytime device management without VPN dependency.
- Standardized patching and security baselines for improving compliance and cyber insurance eligibility.
- Self-service capabilities that reduce wait times and increase customer satisfaction.
- Faster onboarding with automation that eliminates manual setup for new customers.

*"You wouldn't use a rotary phone to call Amazon," Dodge said. "Intune plus Nerdio makes the 'any device, anywhere' vision real—finally."*

## Efficiency gains with room to grow

Since standardizing on Nerdio, ProArch has:

- Increased operational efficiency by 20–25% with a path to 50% as legacy contracts transition to GuardAssist.
- Freed senior engineers from repetitive maintenance tasks.
- Improved integration with other services, including managed security, through features like third-party patch automation.
- Reduced time-to-resolution for customer requests.

For new customers, the benefits start straight out of the gate according to Director of Cloud Strategy & AI Enablement James Spignardo. "Legacy tools made onboarding complex and slow. With Nerdio, it's faster, easier, and more consistent."

## Demonstrating value

While efficiency and cost savings are important, ProArch also values Nerdio's role in helping them clearly show customers the results of their investments.

"We do so much in the background that customers don't see," Spignardo noted. "Nerdio's reporting and integration capabilities help us make that value visible."

This transparency strengthens trust and reinforces ProArch's positioning as a modern, security-focused partner.

### The road ahead

Looking forward, ProArch expects Nerdio to continue evolving from a tool into a full MSP management platform.

"They get it," Dodge said. "They understand MSPs because they listen. And when they innovate, we're right there, adapting those ideas to fuel our own growth."

As AI capabilities expand, ProArch is particularly excited about leveraging Microsoft Copilot alongside Nerdio to further boost productivity, automation, and customer experience.

"Nerdio fuels our innovation," Spignardo concluded. "When they succeed, we succeed."

### 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](https://www.getnerdio.com).



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