

# GCI chooses Managed Workplace for its £100m business



Leading information and communications technology (ICT) service provider GCI — now a portfolio company of Mayfair Equity Partners LLP — is a £100m business and the largest privately-owned ICT provider in the UK. GCI provides a suite of managed services designed around five integrated technology pillars: full IT support, unified communications, cloud, security & compliance, and network & infrastructure — to more than 4,000 small and mid-tier enterprises across the public and private sectors. GCI has also received investment from Mayfair of over £60m to drive continued growth and added value for customers.

## Monitoring capabilities that meet client needs

Richard Cook, the director of GCI, brings 26 years of experience in IT and managed security. Richard states, “With Mayfair’s support of our next phase of growth, it’s an exciting time for us. We are continuing to integrate our services delivery with a goal of offering tremendous synergies through an enriched product set and cross-selling our services.”

“This presents both opportunity and challenge. We have a growing customer base that can benefit from effective IT monitoring and management. Beyond delivering premium security services, **we need to provide the strategic and proactive planning that will align to clients’ evolving needs and business outcomes.** This will set clients up for success, build strong relationships, and generate recurring revenue for our business.”

## Profile

- Based in: The United Kingdom (UK)
- Website: [www.gcicom.net](http://www.gcicom.net)
- Specializes in: cloud, security and compliance, unified communications, network and infrastructure, and fully managed IT services

## Challenge

GCI needed a solution that could evolve with their over 4,000 clients’ needs and business goals and meet strict SLAs on response times, without being overwhelmed by the complexity of its functions and amount of data generated.

## Solution

Managed Workplace was selected for its ability to:

- Simplify monitoring capabilities to help relieve GCI’s workload
- Support GCI’s business model and support the needs of their large customer base
- Offer broad capabilities, such as reporting, patch management, a built-in site security assessment, and integrated antivirus

## Results

- Now able to monitor many clients from one screen
- Targeting migration of over 1,000 customers to move onto the platform by year-end, with the remainder to follow
- Cross-sell and upsell opportunities created across the customer base

## Managed Workplace's simplicity makes the MSP's job easier

Richard used the Managed Workplace remote monitoring and management (RMM) solution prior to joining GCI. Due to previous successes, he chose to replace GCI's existing SolarWinds MSP RMM solution and signed a three-year renewal for Managed Workplace.

Richard explains, **"With Managed Workplace, we have a proven RMM platform that we know can scale to our business model and support the needs of GCI's large customer base.** We can actively monitor our clients' IT environments and manage regular patching, backups, antivirus, device management, and much more."

For Richard, Managed Workplace's advantage is its simplicity. "A lot of solution vendors talk about their monitoring capabilities but many RMM tools can be too complex and take too much time to implement. This means they don't get fully deployed or don't get deployed correctly. **Managed Workplace has the right kind of complexity with functionality targeted for our needs. It doesn't try to be too clever – it is exactly what we need.**"

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**"Managed Workplace is designed for MSPs and that truly differentiates the solution from competitive providers."**

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"As an MSP, we can get overloaded with information from our customers' environments. **Managed Workplace is ideal for monitoring through its central pane of glass and integrated capabilities, such as the site security assessment, antivirus, patch management, and reporting.** It provides a full-service package that is easy to install and deploy, and it provides the information we need without the noise."

## Moving customers quickly to Managed Workplace

GCI will migrate at least 1,000 customers to Managed Workplace by the end of the year and is also looking at cross-sell opportunities across its customer base.

"Managed Workplace is essential for us. From one platform, I have the ability to manage 400 customers, without looking at 400 different screens," details Richard. "We place great importance on monitoring. We need absolute uptime because we have strict SLAs on our response times. This means we don't just monitor alerts – we take action. **Managed Workplace enables us to be very proactive, to anticipate and respond to customers' needs, and continue to strategically plan for their security future.**"

**Learn more about Managed Workplace RMM**

[barracudamsp.com/rmm](https://barracudamsp.com/rmm)



### About Barracuda MSP

As the MSP-dedicated business unit of Barracuda Networks, Barracuda MSP enables IT managed service providers to offer multi-layered security and data protection services to their customers through our award-winning products and purpose-built MSP management platforms. Barracuda MSP's partners-first approach focuses on providing enablement resources, channel expertise, and robust, scalable MSP solutions designed around the way managed service providers create solutions and do business. Visit [barracudamsp.com](https://barracudamsp.com) for additional information. [@BarracudaMSP](#) | [LinkedIn: BarracudaMSP](#) | [blog.barracudamsp.com](https://blog.barracudamsp.com)

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