



## SYNAXON MANAGED SERVICES

# Success stories



**Don't just take it from us!**  
**Here's what our partners have to say**

### **From part-time job to 400 customers - avoiding burnout through Managed Services**

**Markus Dressen | Owner/Founder | CW-Computer und Webdienstleistungen (near Cologne)**

"Hey, I've got a problem with my computer, can you help me?" Markus Dressen has heard that more than once in his life. So often that in 2014 he decided to start his own IT services business. Almost six years later, this side job became his proper job when he took the final step towards self-employment. Today Markus looks after around 400 customers. It became clear early on that Managed Services were the future, as trying to serve them all with a break/fix model would soon lead to burnout. "Pretty much everyone I know started with break/fix but anyone who wants to grow can't continue with just that," says Markus. He decided to go with SYNAXON in March 2021. "You can get the same technology elsewhere, but not the level of service and personal support I get from them."

### **A lone wolf, 350 customers, and a little bit of help from his friends (at SYNAXON)**

**Axel Strack | Owner/Founder | Strack IT-Beratung (near Dusseldorf)**

Axel Strack founded his company almost 20 years ago. Having tried out various ways of running his company over the years, Axel now says, "I do my best work if I'm working on my own." He looks after 350 corporate clients. How? With a lot of ambition, a little bit of know-how, plus SYNAXON Monitoring & Management and SYNAXON Managed Office. "I really have to praise the SYNAXON team. They're always available and have an enormous amount of expertise - it's almost like having my own employees. And thanks to them, I can concentrate on my customers."

### **Rolling out SYNAXON Managed Backup in the healthcare sector**

**Christian Kaethner | Backup Specialist & Team Lead**  
**Christopher Pirch | Technician | ComService (Berlin & Frankfurt an der Oder)**

What do a guy from the food industry, a bearded man from the social services sector and a trained nurse have in common? They all work for ComService, an IT service provider with one office in the capital and one near the Polish border. Christian and Christopher can't say enough good things about the friendliness, reliability and dependability of the SYNAXON Managed Services team: "Our contacts always have a solution. Communication is great. We didn't favour one product or another when we switched backup products; for us it's all about the people. Just like it is for our customers with us."

### **"We've won 84 Managed Services customers in the last 18 months with SYNAXON's help."**

**Michael Kinze | Owner/Founder | COMTWENTYONE (near Frankfurt)**

Michael is not yet 40 years old but he's an old hand at IT. He has already founded a successful IT company and is projected to continue to grow and strengthen his business in the coming years. In 2002, he started as a classic break/fix shop, with not a lot more than "a baseball cap and a passion for anything that has cables" as it was clear to him after finishing school that he would end up doing "something in IT." His first couple of years were not without their challenges, but today, Michael and his team of four look after up to 400 regular customers, and have acquired 84 Managed Services customers in the last 18 months alone. How did he do it? With a lot of enthusiasm, courage and the SYNAXON Managed Services Team.

Managed Services are designed to combine the routine maintenance and proactive monitoring of your customers' devices at a fixed monthly price. Supported by our team of experts, you can rectify issues before your customers are even aware of them, and work proactively to ensure they experience no downtime. No more needing to be in three different places at once.

Transitioning to this model is not only great for you, it's great for your customers too. Get fit for Managed Services with our range of products and services, and bind your customers permanently!

**Interested in finding out more? Contact us!**

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