



Customer Stories

MSP

How Enable Technologies Group Transformed IT Operations With Pulseway

New-York-based Enable Technologies Group quickly recognized that it needed to adopt a more proactive strategy for managing its clients' environments and providing IT services after initially operating in a reactive manner while staying under budget.

This is where Pulseway came into play: with our mobile-first approach, automation capabilities, and integrations with Bitdefender and Datto Endpoint Backup, Enable Technologies could finally build a solid foundation with a powerful IT Stack and scale efficiently while also strengthening its cybersecurity offerings.

Overview

Founded in 2023, Enable Technologies Group began by managing about 20 endpoints for clients across various industries. As their client base expanded, the number of endpoints they managed also increased.

Initially **working reactively**, the New York-based managed service provider soon realized it needed to take a more proactive approach to IT service delivery and management of its clients' environments. However, being in the early stages of growth, Enable also had to keep a close eye on its budget. **That's where Pulseway stepped in.**

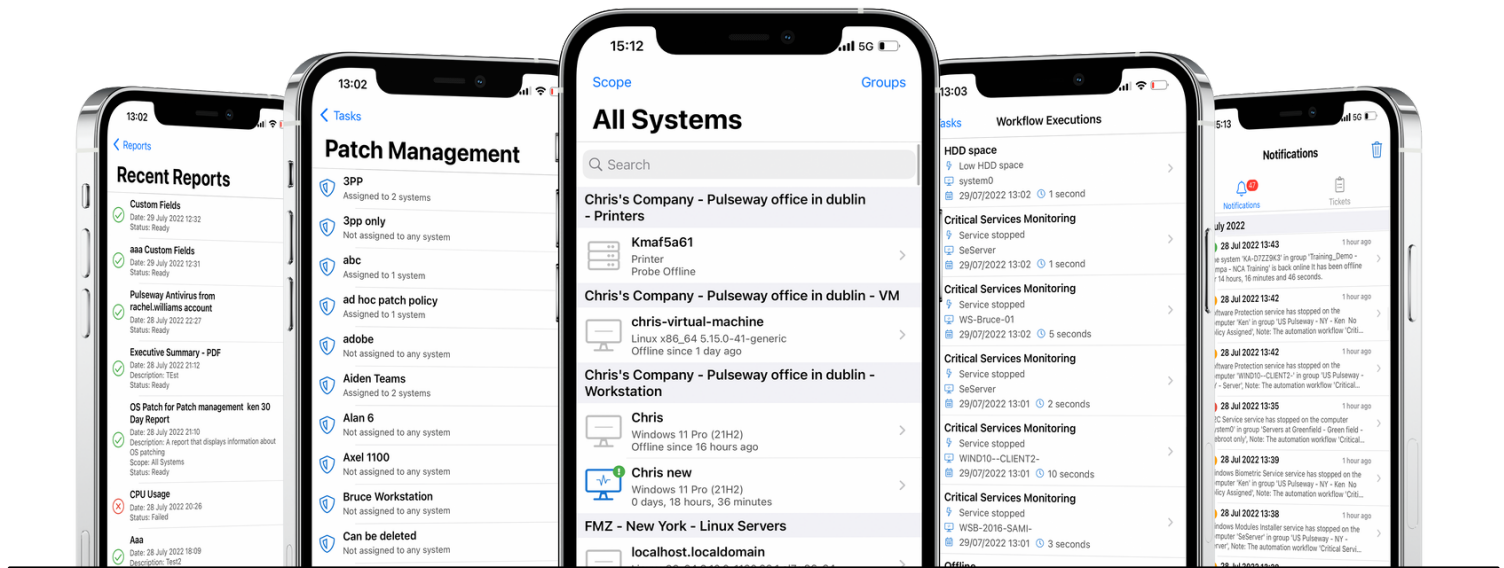


Customer Profile

Name: Enable Technologies Group

Location: New York, USA

Site: <https://enabletechgroup.com/>



With its seamless IT management, proactive monitoring, automation, and integration features, **Pulseway enabled Enable to scale efficiently** while also strengthening its cybersecurity offerings. With Pulseway's support, they built a **solid foundation**, positioning for **long-term success in a competitive market**. We spoke to Chris Fry, Founder and CEO at Enable Technologies Group, about the company's journey.

Challenge

Enable Technologies Group provides a full range of IT services to **small and midsize businesses** in industries like healthcare, finance and law. With service reliability and excellence as the cornerstones of their brand, **they started with a leaner operation**, initially managing IT issues as they arose. However, as their client base grew, this reactive approach left them constantly **scrambling to fix problems**, making it challenging to deliver the level of reliability their clients had come to expect. **Stuck in a cycle of firefighting, Enable realized it was time for change.**

To achieve this, Chris and his team sought an efficient **remote monitoring and management (RMM) solution** that could transform their approach from reactive to proactive. They needed a tool that could prevent IT issues before they escalated, automate daily tasks and reduce the need for hands-on intervention. Just as importantly, the solution had to scale with their growing needs without compromising performance.

As a small business, cost was a key factor. Chris sought a solution that offered the powerful features of larger, more expensive tools but at a price that fits their budget, ensuring they could maintain efficiency without overextending their resources.

Enable Technologies' search came to an end when they discovered Pulseway, a solution that not only met their needs but offered far more than they expected. After evaluating several options, Chris quickly realized that Pulseway checked all the essential boxes.

"It had endpoint security, simplified patch management, an effective automation engine, integrations with a number of reliable backup solutions available in the market — everything the larger RMMs offered, but at a fraction of the cost."

Chris Fry, CEO of Enable Technologies Group

The Ultimate IT Stack

Chris has built a powerful IT stack around Pulseway RMM, making the best out of key tools to streamline operations and strengthen both cybersecurity and backup management.

Layered Cybersecurity

Chris integrated **Bitdefender's multi-layered antivirus** and endpoint security solution to enhance cybersecurity. This integration offers comprehensive **endpoint detection and response**, along with robust protection against threats such as phishing, ransomware and file-less attacks. Additionally, **full-disk encryption** provides an extra layer of security, ensuring the safety of their clients' data.



Robust Backup

Chris and his team prioritize **regular, comprehensive backups** for everything from servers to firewalls and critical desktops. Using Pulseway, they manage both **nightly and real-time backups**, supported by **automated restore testing**. Pulseway RMM continuously improves the **integration with Datto Endpoint Backup**, simplifying the visibility of the backup jobs' statuses, and ensuring reliable disaster recovery without the typical challenges.

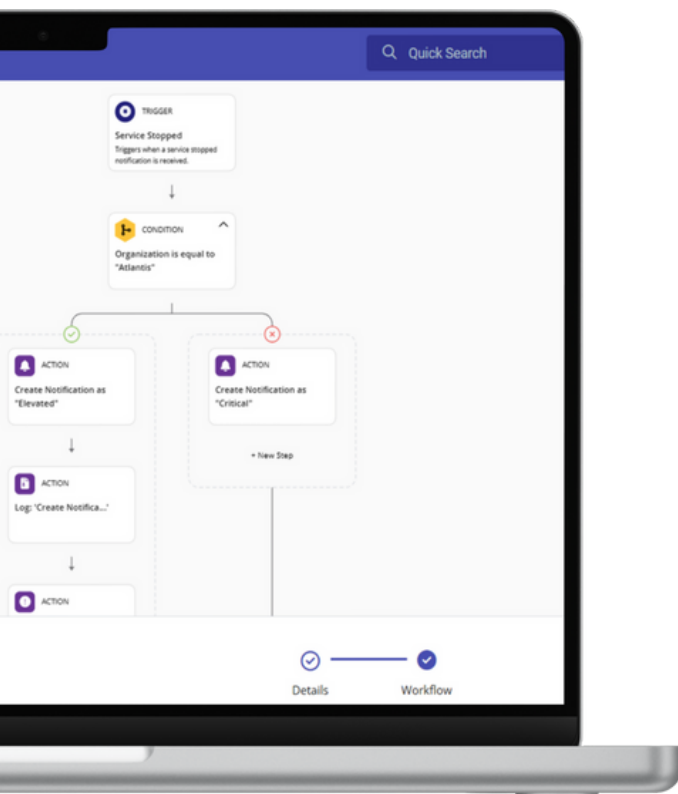
Results

Since adopting Pulseway, Enable Technologies Group has completely transformed its operations. Chris now **proactively monitors client systems**, catching problems before they escalate. This shift has not only **boosted customer satisfaction** but also **freed up valuable time**, enabling Chris and his team to focus on business growth. With Pulseway's **powerful integration** capabilities, Chris realized he could **meet his clients' growing IT needs** without investing in a costly, complex tech stack.

Results

Pulseway's Mobile-First Approach

What truly struck a chord with Chris and his team was Pulseway's mobile-first approach. With a **full-function smartphone app** and an equally **easy-to-use web interface**, Chris and his team could manage IT environments and **resolve issues in real-time from anywhere**. This flexibility allowed them to deliver exceptional support without being tied to one location, ensuring **faster response times for their clients**.



Automation

Pulseway's automation capabilities also proved to be a **game-changer**, allowing Chris and his team to develop workflows that **resolved many issues automatically**, reducing client calls.

"Routine tasks like patch updates and password resets, which previously required manual intervention, are now managed through Automation Workflows in the RMM"

Chris Fry, CEO of Enable Technologies Group

This proactive approach not only increased efficiency but also **empowered clients to handle smaller tasks**, freeing Chris' team to focus on more complex challenges.

Results

Successful Ransomware Detection

One incident perfectly illustrates Pulseway's impact. A **client called** in a panic, reporting that their **system had suddenly shut down**.

However, **Chris's team was already ahead of the issue — Pulseway had alerted them** to a ransomware attack and isolated the infected machine before the damage could spread.

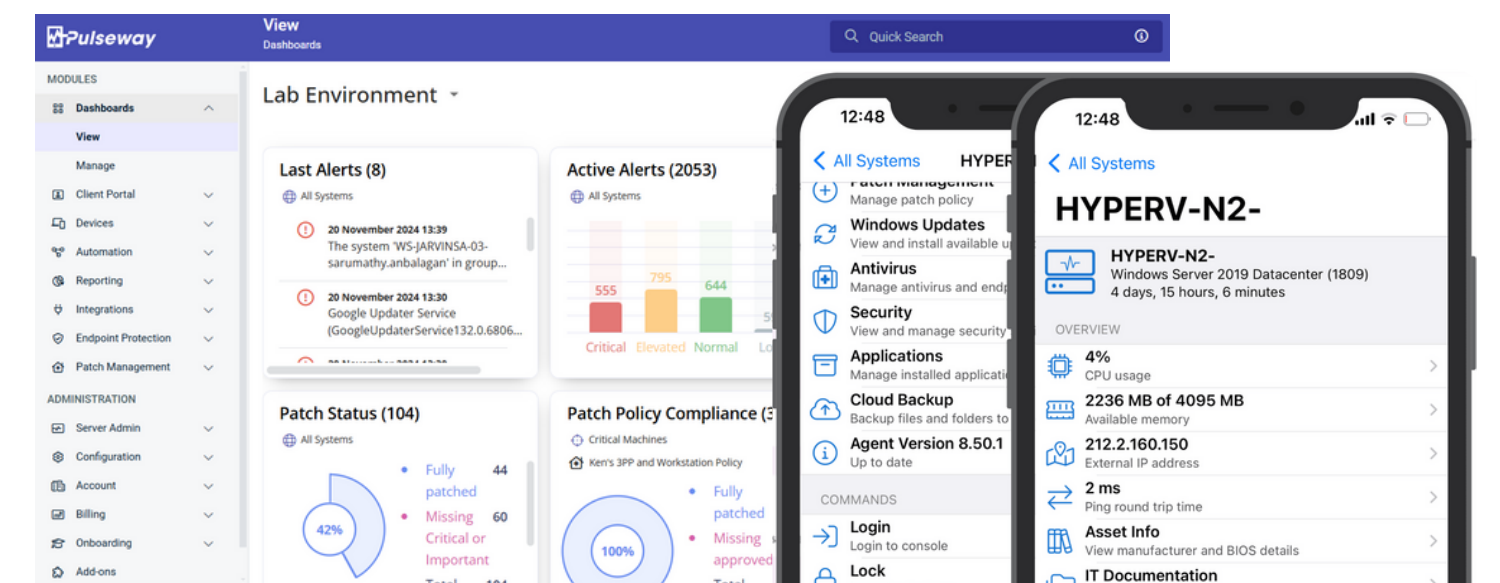
Within hours, the system was fully restored, turning a potentially catastrophic event into a minor disruption.



Driving Business Growth

Using Pulseway solutions has helped Enable Technologies Group **win more clients and grow its business**. By meeting the stringent requirements of industries like healthcare, where **HIPAA compliance** is critical, Enable Technologies Group has positioned itself as a trusted partner for medical providers and other industries with high compliance demands. By providing robust security and ensuring compliance, they continue to **build trust and expand their client base**.

With Pulseway, Chris and his team now have a **reliable, cost-effective solution that scales with them as their business grows**. Their ability to stay ahead of IT issues has allowed them to deliver the high level of service their clients expect, and they've positioned themselves as a trusted partner in the IT space.



“Pulseway checks all the boxes—you can’t go wrong with it. We tried many different RMMs, but Pulseway has truly made us sleep better at night.”

Chris Fry, CEO of Enable Technologies Group

See the power of the all-in-one RMM platform and transform your IT management:

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