

A photograph of a modern brick building with large windows, featuring the 'KARPEL SOLUTIONS' logo on the upper left corner. The image is overlaid with a semi-transparent orange filter.

Case Study

Karpel Solutions achieves new levels of operational excellence by **connecting & automating its entire stack**

Overview

Founded in 1985, Karpel Solutions is an MSP and software development company with a team of over 140 full-time employees serving clients in the business and government sectors. To improve efficiency and maintain a competitive edge, the MSP sought out an automation platform that could automate its end-to-end processes. The project, spearheaded by Integration and Automation Specialist Brian Simpson, involved integrating their disparate tools, implementing strategic workflows, and shifting Karpel Solutions to a culture of automation. This case study describes the struggles the MSP faced previously, why Rewst was the ideal fit, and the results achieved to date.



Disjointed tools and workflows challenge operational efficiency

In a rapidly evolving tech landscape, Karpel Solutions found itself grappling with operational inefficiencies. The MSP originally tried automating some basic tasks but faced several challenges.

While Karpel had been using Microsoft Power Automate, the lack of seamless integrations with its tools produced limited results. For instance, for Entra ID clients, Power Automate could automate account creation, while for on-premises clients, it could only create a ticket. This disjointed approach resulted in productivity gaps, as employees still had to navigate between multiple tools, causing delays and errors.

These fragmented workflows, combined with the lack of on-premises support and the prospect of up charging clients for more expensive Power Automate licenses, set Brian Simpson on a journey toward a better option. He knew Karpel Solutions needed a platform that could integrate its various tools, streamline reporting, and automate end-to-end processes. That's when he found Rewst.

Rewst's vendor-agnostic approach and time to value seal the deal

Brian discovered Rewst through recommendations circulating within the MSPGeek community. As he evaluated the platform and met with the Rewst team, his enthusiasm to collaborate with the automation community intensified.

“There was really no competitor that compares to Rewst in terms of being able to do as much as it does.”



Brian Simpson, *Integration and Automation Specialist*
Karpel Solutions

The decision to choose Rewst was driven by various factors, including its unparalleled extensibility. *"I briefly looked at other automation tools, including Pia, but there just wasn't the same level of flexibility,"* said Brian. *"With Rewst, you have the ability to build custom integrations, to use Jinja to transform data however you'd like, and to build custom workflows that exactly match your needs."*

The Rewst platform was also vendor agnostic, meaning Karpel Solutions could integrate all its existing tools, including *ConnectWise Manage, ConnectWise Command, Microsoft (Azure, CSP, Exchange, Graph), IT Glue, Duo, Pax8, SentinelOne, Sophos, and ConnectWise Control.*

Brian convened with Karpel's executive team, and together, they conducted a rudimentary financial assessment. The results? Even if Rewst saved them just 5 minutes a week investigating phishing tickets, they would break even on the cost of the platform. This financial calculation provided the final justification that Rewst was the solution they were looking for.

"With Rewst, you have the ability to build custom integrations, to use Jinja to transform data however you'd like, and to build custom workflows that exactly match your needs." - Brian Simpson

Siloed workflows become full process automations

Rewst paved the way for Karpel Solutions to transform from siloed task automation to end-to-end processes, providing unparalleled service delivery to customers. To spearhead the initiative, the MSP transitioned Brian from Technical Account Manager to Integration and Automation Specialist.

Karpel Solutions started with the most immediate need: fully automating user onboarding and offboarding, a process that, with Power Automate, used to take technicians approximately 15-20 minutes per user. Now, technicians spend just a minute or two, enabling them to handle 25 new hires and terminations in one day.

Since implementing onboarding and offboarding, Karpel Solutions has unpacked nearly two dozen pre-built automations, or Crates. One notable workflow is Rewst's Microsoft Exchange Add or Remove Group Membership Crate, which saves technicians two hours per client per quarter. Previously, the team would manually extract group data for on-prem clients. Now, a report generated in minutes helps ensure policy compliance.

In addition, Karpel Solutions favors Rewst's Alert on Unused M365 Licenses Crate. This automation streamlines license management across Microsoft 365, Pax8, and Datto. Instead of technicians laboring over manual spreadsheet exports and comparisons, Rewst proactively identifies unused licenses in Datto and Microsoft, cross-referencing counts in Pax8. This simplified approach guarantees precise billing and optimal service delivery, empowering Karpel Solutions to bill clients accurately based on actual usage.

"We initially envisioned Rewst doing a few basic things, but as soon as we hopped in, it became very easy to understand just how powerful the platform really is."

- Brian Simpson

Combining pre-built and custom workflows maximizes operations

Aside from pre-built automations, Brian and his team used Rewst to build custom integrations and workflows, as they enhance their MSP's processes. For example, using Rewst to integrate with SentinelOne enabled Karpel Solution's security engineers to collaborate actively with automation team members and technicians, enhancing cross-company cooperation. This collaboration empowered the MSP to perform previously unattainable tasks, such as auditing for policy enforcement.

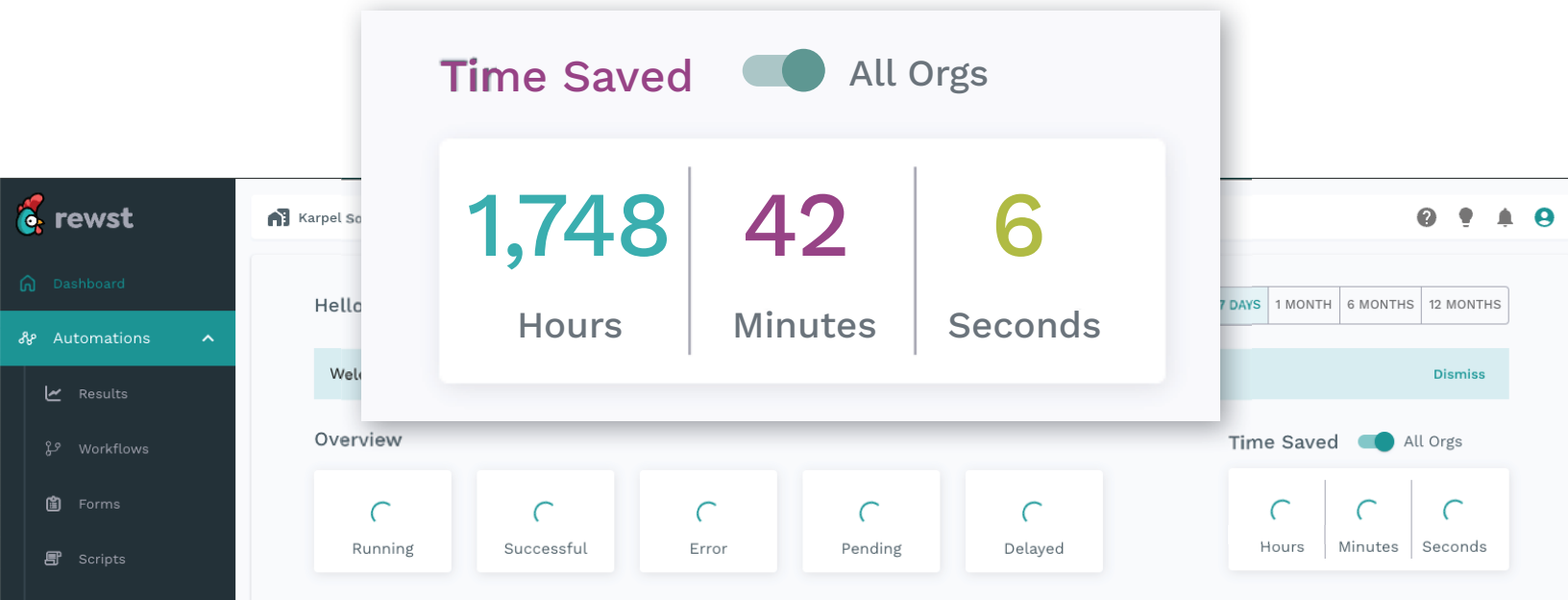
Some other custom workflows Karpel Solutions has built with Rewst include:

- **Custom ConnectWise/DevOps Integration:** Brian and his team worked with our ROC to build a specific ConnectWise integration for one large client. This integration seamlessly synchronizes alerts and tickets generated for Karpel Solution's DevOps team with ConnectWise PSA, preventing data silos and improving client service delivery.
- **Custom Monitoring Alerts Workflow:** Brian used existing logic from Rewst's Alert on Mailbox Quote Crate to configure a workflow that received specific alerts from his email filtering tool. For critical issues, Rewst not only created tickets but also initiated predefined remediation tasks, mitigating potential outages before they impacted clients.
- **Custom Script Integration:** Rewst's flexibility allowed Karpel Solutions to seamlessly integrate their existing custom scripts into the platform, allowing them to automate coding maintenance and turn smaller workflows into end-to-end processes.

Results

The impact of Rewst on Karpel Solutions is nothing short of inspirational. Rewst emerged as the linchpin that harmonized Karpel's toolset and improved the operations of the organization:

- **Time savings:** Automating end-to-end processes has led to an average savings of 437 hours per week, or 1748 hours per month, on various operational tasks, increasing employee productivity, and ultimately recovering significant dollars for Karpel.
- **Unified reporting:** Rewst's ability to seamlessly connect tools like ConnectWise Manage and their DevOps dashboards has transformed Karpel Solutions into a cohesive ecosystem of data management and reporting for clients.
- **Increased compliance:** Efficiently managing group memberships for Microsoft 365 and on-prem environments allows Karpel solutions to maintain a secure IT infrastructure and maintain group management compliance.
- **Improved service delivery:** Timely onboarding and offboarding processes, combined with real-time access to licensing data prevents new and terminated user service delays and ensures billing accuracy for all clients, resulting in satisfied customers.
- **Automation culture:** Brian's shift from a technical account manager to an automation engineer enabled Karpel Solutions to focus on building a culture of automation. The collaboration between technicians and DevOps teams to synchronize tickets and reporting dashboards is just one example of an automation culture focused on operational improvements.



The future? Comprehensive insights and cross-collaboration with App platform

Rewst's prowess in integrating with a diverse toolset and turning siloed automations into end-to-end processes transformed Karpel Solutions' operations. By seamlessly connecting tools like ConnectWise, Pax8, and other company dashboards, Rewst empowers the MSP to operate with heightened efficiency, delivering top-notch services in an integrated and streamlined fashion.

Karpel Solutions' journey with Rewst has not only addressed their immediate automation needs but has set the stage for future innovations. As Brian looks forward to 2024, he envisions the creation of a customer-facing dashboard on the App Platform,

using Rewst to aggregate data from diverse tools. This unified view would provide clients with comprehensive insights without having to navigate multiple interfaces. *"2024 is going to be an absolutely massive year for the Rewst platform. There's a lot of great stuff coming."*

Karpel Solutions also plans to further its cross-collaboration as a company by empowering its engineers to become Rewst process designers, allowing them to contribute to the automation process and drive continuous operational improvement. This forward-looking approach aligns with Karpel Solutions' commitment to building a culture of automation, efficiency, and client-centric service delivery.



Schedule a demo and unlock the potential of true automation and a vibrant community today.

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