

Case Study

Network IT Easy saves **300+** hours per month with automation

Overview

Established in 2002, **Network IT Easy** is dedicated to delivering top-notch IT solutions to businesses in the Chicago area. Prompted by rapid growth, the MSP embarked on an automation journey led by Automation Engineer *Dustin Lepi*. This case study delves into the challenges Network IT Easy faced, how Rewst enabled them to connect their existing tools to automate end-to-end processes, and the remarkable results they've achieved.



Manual processes hit a wall with MSP's growth

As Network IT Easy grew, the company's manual processes hit a limit where it became increasingly difficult to manage a growing number of customers and consistently apply updates and changes. For instance, manually onboarding and offboarding users was time-consuming and prone to human error. Standardization was elusive, and keeping up with ticket documentation was a challenge.

Having started at Network IT Easy as a field technician, Dustin saw these challenges firsthand and sought a better way of doing things. *"I was lining up 15 computers and going one by one, performing the same tasks non-stop,"* Dustin recalled. *"Eventually, I used*

PowerShell to automate individual tasks, like installing Chrome, with our RMM."

While one-off task automation was a step in the right direction, Network IT Easy realized they needed to automate end-to-end processes across all their tools. This more holistic approach would support their growth by streamlining operations and ensuring they could apply changes and updates uniformly across all clients.

Rewst's integrations and community seal the deal

Dustin and Network IT Easy evaluated various automation platforms. They discovered Rewst through word of mouth within the MSP community.

The Rewst community is great. There are so many Rewst users who love building automations, and they are always willing to share ideas and help each other out."



– **Dustin Lepi**, Automation Engineer
at Network IT Easy



What drew Dustin to Rewst was that it provided a true automation platform with a user-friendly workflow canvas and 40+ pre-built integrations.

Rewst's ability to connect Network IT Easy's existing tools, like Datto RMM, Autotask, IT Glue, Microsoft, and Pax8, presented an agnostic approach that suited their needs perfectly.

Ultimately, the factor that sealed the deal for Network IT Easy was the value of the community surrounding Rewst.

"The Rewst community is great," said Dustin. "There are so many Rewst users who love building automations, and they are always willing to share ideas and help each other out."

Shifting from task automation to process automation

Rewst paved the way for Network IT Easy to adopt end-to-end process automation, transforming its operations and service delivery. To spearhead the initiative, the company established an automation team led by Dustin.

The team started with the most immediate need, automating user onboarding and offboarding processes. These were time-consuming and error-prone manual tasks ripe for automation. Rewst's workflow canvas allowed

Dustin to customize and implement efficient onboarding and offboarding across its 100+ customers.

"When you're onboarding dozens of people a week, the Rewst onboarding workflow alone delivers a tremendous amount of value," said Dustin.

Network IT Easy has built several other automations, either from scratch or using Rewst's pre-built workflows, or Crates, as a starting point. For instance, Dustin tweaked a Crate that generates a customer MFA report, so it automatically drops the data into a SharePoint site each day where it's visualized with PowerBI.

Another automation the company built using Rewst involves generalized account creation. This automated process saves technicians valuable time and ensures that services remain consistent across all users and clients. They no longer worry about variations in setup or configurations.

In a third example, the system parses the ticket generated by an offline firewall. It identifies the specific interface or product that has experienced an issue and then monitors for a new ticket related to the same interface to close it out.

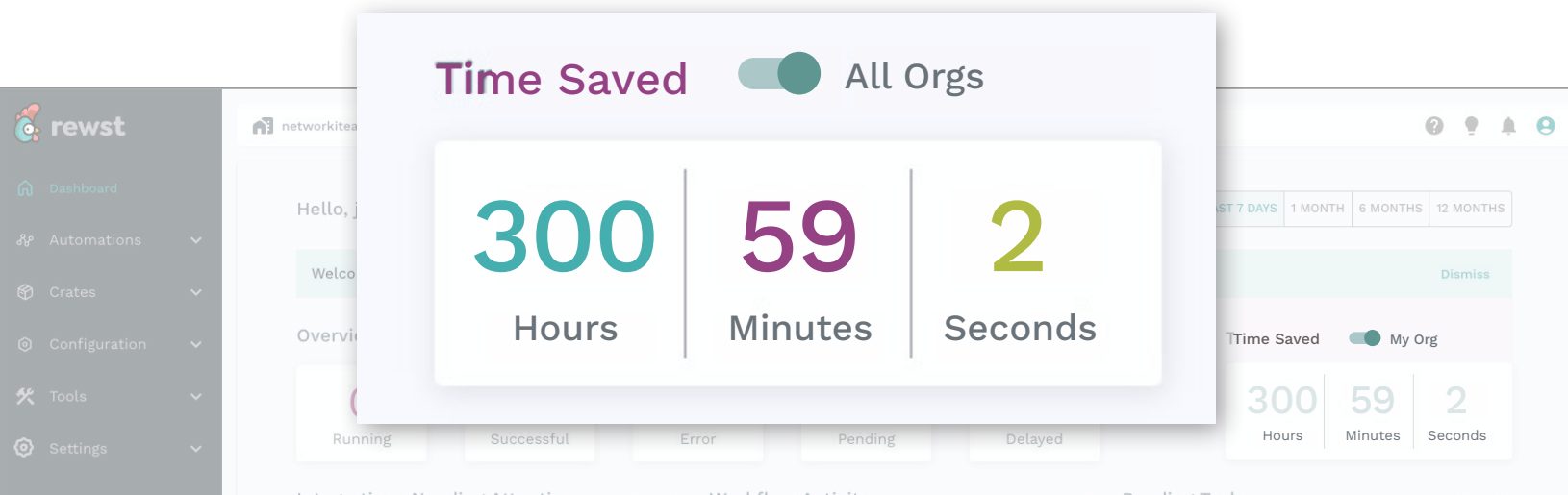
"Previously, there'd be 20 tickets sitting in queue for a dispatcher to review," said Dustin. *"With this Rewst workflow, we're saving a few hours a week at least by not having to check those tickets."*

Results: Saving 300 hours per month with automation

The implementation of Rewst at Network IT Easy brought about significant developments that shaped the operations and culture of the company. It's not just a solution. It's a pathway to efficiency, consistency, and growth:

- **Time Savings:** Thanks to the ongoing automation initiative, Network IT Easy is **saving more than 300 hours per month** on operational tasks, resulting in significant cost savings and enhanced productivity.
- **Consistency & Standardization:** Rewst ensures uniformity and consistency in operations across 100+ clients and dozens of new user setups each week, mitigating the risk of errors and providing a positive experience for all clients.
- **Documentation:** Automation within Rewst ensures every ticket action gets well-documented, eliminating information silos, increasing technician accountability, and making ticket history readily accessible.
- **Company Culture:** Establishing an automation team helped Network IT Easy foster a culture of automation. Technicians are encouraged to propose automation ideas and provide feedback to improve operations further.

*"At this point, we're averaging about **75 to 80 hours of time savings per week with Rewst**. That's **300+ hours saved per month** allowing us to focus on the tickets that need human intervention rather than wading through the endless noise from automated alerts."*



Network IT Easy: looking ahead to the future

Rewst has proven to be a valuable asset for Network IT Easy, streamlining their operations, saving time and money, and facilitating consistent service delivery. Rewst's unique approach, integration capabilities, and extensive pre-built workflows provide a comprehensive automation solution that's enhanced Network IT Easy's MSP toolkit.

Even Dustin's journey from project manager to automation engineer showcases the immense potential available when MSPs look toward the future and foster a culture of automation in their organization. Network IT Easy found a comprehensive solution and joined a vibrant community that nurtured their automation process.

Dustin and the team have several automation projects in the works and are excited about the additional integrations, pre-built workflows, and other offerings Rewst has in the pipeline.

I have so many more ideas for things we can automate. With Rewst, you're really only limited by your imagination."

Are you ready to enhance your MSP's efficiency and standardization?

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