Bitwarden Channel Partner SolveIT reduces inbound service requests by 70% with Bitwarden

Get the full interactive view at
https://bitwarden.com/fr-fr/resources/bitwarden-channel-partner-solveit/

bitwarden

Overview

Founded: 2016

Industry: IT services

Location: North Carolina

Based in Charlotte, North Carolina, Solve iT is a managed service provider (MSP) supporting clients in North and South Carolina, Pennsylvania, and New Jersey. With a focus on delivering services to businesses in the healthcare, financial services, manufacturing and non-profit sectors, Solve iT is particularly adept at managing compliance-related security needs through its array of customized solutions.

Bitwarden Channel Partner Solve iT reduces inbound service requests by 70% with Bitwarden

bitwarden | S●lve iT

https://player.vimeo.com/video/1073385918

Table of Contents

Get started with Bitwarden

Situation: Frustration with previous solution lead Solve iT to research new password management tool

Solve iT clients were looking for an intuitive, well-designed, and easy-to-use password manager. While Solve iT initially offered Keeper as part of its service bundle, over time both Solve iT and its clients came to view the password solution as unwieldy and a bit too busy. "We continued to get feedback that the solution was invasive and hard to operate," said Eddie Clark, president of Solve iT. "We knew we had to make a change."

Clark researched a number of solutions and did some testing, but wasn't sold on their overall approach, security, or usability. He was also concerned that some of the products had experienced breaches.

Solution: Bitwarden "checks so many of the boxes that are important to our clients and to us"

In addition to offering a fully managed IT services package, Solve iT also offers co-managed IT services that supplement and enhance existing internal IT teams. "We really like working on these types of accounts because we're not just dictating to teams, we're getting feedback on what they like and what they don't like. In one instance, a technician we were working with said he couldn't get his users on board with Keeper and asked if the Solve iT team would consider switching to Bitwarden. We said of course – and we fell in love with Bitwarden after that."

According to Clark, Bitwarden delivers a wide array of benefits. They include the ability to transfer a vault from one person to another, secure credential sharing between team members, ease of use, ease of transitioning from one product to another, and a much more straightforward deployment process.

"The fact that our clients are coming to us and asking to use it really says a lot. Bitwarden checks so many of the boxes that are important to our clients and to us."

> "The fact that our clients are coming to us and asking to use it really says a lot."
>
> **Eddie Clark, president of SolveIT**

Bitwarden autofill functionality, deployment process elevate it above the competition

"With our previous solution, we were coming from a painful place as far as autofill was concerned," said Clark. "With Bitwarden, the way that autofill functions is solid. We're very happy with it."

Bitwarden currently includes an autofill feature in both the web browser extension and the mobile app. With autofill, users can automate the steps typically taken when utilizing a password manager: logging into the vault, locating the requisite entry for a website, app or service, copying the password, and pasting it into the password field.

Clark also has high praise for the Bitwarden deployment process. "We just don't get support calls about Bitwarden. This is important because we are looking to grow our client base and keep our staff lean and mean. Our staff utilization for support calls decreased by around 70%. My team has gained a lot of time thanks to shifting over to intuitive products like Bitwarden. Because of this, we've been able to add more clients without raising our overhead."

"My team has gained a lot of time thanks to shifting over to intuitive products like Bitwarden. Because of this, we've been able to add more clients without raising our overhead."

Eddie Clark

Internal adoption reflects Solve iT focus on robust, yet usable, security

"Adoption within my own company was important," said Clark. "My mother had been struggling with Keeper. When we converted her over to Bitwarden she had no problems. If a 74-year-old woman can deal with it, so can our clients and our sales team."

He added, "Everyone at Solve iT uses Bitwarden. It is not optional. We have 100% internal adoption."

"We'd absolutely recommend Bitwarden to others. I'm a member of a nationwide peer group and when we met recently, Bitwarden was part of my product recommendations. The price is right, the security is tight, and the overhead it takes to support the product is minimal. I can't think of another product in our stack that requires as little maintenance."

Read more:

How to foster user adoption for your new company password manager

Get started with Bitwarden

Interested in becoming a member of the Bitwarden partner program? Find out more here. You can also learn more about what Bitwarden can do for your business and sign up for a free 7-day trial!