



Solid State  
Tech Services

## Success Story:

# Empowering a Growing MSP, Solid State Tech Services

Solid State Tech Services, a New Hampshire-based MSP (Managed Service Provider), originally founded in Oregon in August 2017, delivers end-to-end IT solutions to clients ranging from small businesses to large CPA firms. The business specializes in everything from hardware upgrades and backup management to complex network setups, email migrations, security installations, and regulatory compliance for HIPAA and CPA clients. With a client-focused approach and a remote-first operational model, the MSP distinguishes itself through personalized service, flexibility, and up-to-date industry knowledge.



## Challenges

As Solid State expanded from Oregon to New Hampshire and took on a more diverse and demanding client base, new obstacles emerged both operationally and technically. The company had to balance providing high-touch, personalized support with limited staff, all while meeting stringent compliance requirements and ensuring clients experienced seamless service. These evolving needs highlighted several core challenges:

- **Complex Client Demands:** Supporting diverse projects like security systems, networking, backup management, and software installs for clients with high compliance needs.
- **Limited Bandwidth for Management:** As a growing MSP, efficiency and scalability are crucial, ensuring time isn't wasted on repetitive manual tasks.
- **Demand for Lightweight, Non-Intrusive Solutions:** Integrating previous tools like Datto EDR, Bitdefender, and ConnectWise resulted in client complaints stemming from system slowdowns and excessive bandwidth usage.
- **Ad-hoc Support Needs:** The business model required the ability to offer one-off, disposable remote support sessions, something most remote tools could not do easily or securely.
- **Client Experience:** Solid State wanted seamless, non-disruptive support that clients wouldn't notice, with efficient backend tools for troubleshooting and proactive management.

***“For end users, Resolve has made things easy because they don't know it's there. That's what matters.”***

**Nick Piazza**

Solid State Tech Services



## Solutions

After exploring several options, Solid State adopted LogMeIn Resolve, finding it to be a lightweight, flexible, and highly customizable platform specifically tailored to MSP needs. Key features and outcomes included:

- **Disposable Remote Applets:** *“Having the ability to send out a little applet that self-deletes was a big win. I knew from day one that was something I wanted.”*
- **Easy, Guided User Experience:** The ability to send download links that guide users step-by-step eliminates awkward pauses, improving both client confidence and support speed.
- **No Impact on Device Performance:** Resolve is lightweight, avoiding the slowdowns and complaints experienced with earlier tools. *“The biggest thing is it's lightweight and causes minimal devastation to the computer that I'm supporting. When the user is just trying to get their work done and my programs to help and monitor them are slowing them down, it's really disruptive. Customizability is also very important to me.”*
- **Customization:** The platform lets MSPs select only the tools and features they need, helping them keep systems streamlined and receive up-to-date, relevant information without extra clutter.
- **Knowledge Creation:** *“Uses Resolve to build knowledge base articles... 80% of the work is done.”*
- **Time Savings:** Dashboards and instant reporting replace manual device checks and client prompts, *“It improves my experience by just giving me the information that I want, or that I find valuable at a quick glance.”*
- **Silent, Seamless Support:** End users often don't even realize Resolve is running in the background, ensuring that *“things are easy because they don't know it's there. That's what matters.”*
- **Active Product Input:** As a member of GoTo's Insider's Program, the MSP gives feedback to the product team, shaping Resolve's roadmap.



## Conclusion

By switching to LogMeIn Resolve, Solid State has found the platform to be a critical enabler of business growth, efficiency, and client satisfaction. The ability to deliver fast, ad-hoc, and non-intrusive support has allowed this small business to scale, distinguish itself in a competitive market, and focus energy on building relationships, not firefighting problems. With Resolve's lightweight footprint and customizable features, the MSP can promise clients a seamless IT experience that just works.