



Success Story:

ITM Service Provider

One Team. Multiplied Capacity.

How ITM uses LogMeIn Resolve's Virtual Technician to do the work of many - simultaneously, verifiably, and around the clock.



Challenge

Federico Fobert runs I.T.M. di Fobert Federico & C. S.a.s., an Italian IT services company founded in the 1980s that has grown from a regional consultancy into a full-spectrum managed services provider. Today, ITM supports businesses across Italy, France, Spain, and Mexico, delivering 24/7 managed services, cybersecurity, Microsoft 365, cloud infrastructure, and telephony solutions through a lean, highly automated operations model.

As the business scaled, the math stopped working. Device rollouts that required configuring dozens of identical machines had to be handled manually — one technician, one computer, one painstaking step at a time. Repetitive tasks consumed hours that could have been spent on higher-value work. And with clients spread across geographies, physically demonstrating that work was being done became its own challenge.

Clients wanted visible proof of activity. They wanted to see the mouse moving. Background scripts and PowerShell automations were efficient, but they were invisible — and in the relationship-driven world of Italian SMB IT services, invisible work might as well be no work.

Federico needed a way to grow ITM's effective capacity without growing headcount — and to do it in a way that clients could see, trust, and brag about.





Solution

ITM had used LogMeIn Central for years — a tool Federico describes as "already something incredible." When they upgraded to LogMeIn Resolve, the step forward was immediate. The platform brought together everything they needed: real-time device visibility, AI-powered automation, and a platform built to grow with the business.

“Resolve has profoundly changed our way of offering support and device management to our clients — increasing our ability to intervene simultaneously on multiple devices, keeping them always updated with patches, and guaranteeing security.”

Federico Fobert

I.T.M. di Fobert Federico & C. S.a.s.

For an MSP like ITM, the economics of device management come down to one question: how much of this work has to be done more than once? With Resolve, the answer is almost none of it. A new device configuration — the applications, security baselines, and customizations a client requires — is built once, tested on a single machine, and deployed identically across an entire fleet. Software rollouts follow the same logic: pushing a required install to 20 devices takes no more effort than pushing it to one.

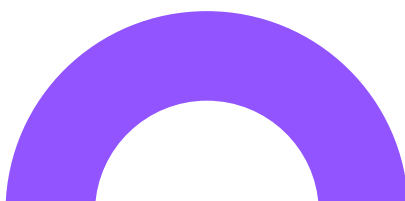
The same principle extends to cleanup. Removing outdated or unnecessary software — the kind of maintenance that quietly erodes device performance and security posture — runs through the same automation layer, keeping every endpoint standardized and running exactly as the client expects. And when support is needed, Resolve gives ITM's technicians the ability to resolve issues in the background, without interrupting the end user's workday at all.

The capability that makes all of this possible is the **Virtual Technician**. Unlike background scripts, it simulates human actions directly on a client's screen — visibly, verifiably, and with a recorded video log. Federico's team now runs complete configuration sequences across dozens of machines simultaneously, with the precision of a skilled technician applied at fleet scale. ITM fully adopted Resolve, built a library of reusable automation plans, and restructured their entire support delivery model around it.

Today, ITM estimates that **99% of all device rollout operations complete without any human intervention**. Federico's team builds a configuration plan once — the applications, desktop layout, security baselines — and deploys it in parallel across an entire fleet, capturing a video record for ITM's own documentation and giving clients the visible proof of activity they've always wanted. Automation isn't about replacing people; it's about allowing skilled technicians to focus on consultancy, cybersecurity, and customer success rather than repetitive tasks.

“The Virtual Technician — it's as if you had operators working for you simultaneously, but in reality they're virtual technicians from Resolve.”

- Federico Fobert





Results

40% faster device rollouts

Automation plans replaced manual, device- by- device configuration, significantly reducing rollout time and freeing technicians for higher-value work.

Ticket resolution time cut in half

Response windows dropped from 24– 48 hours to 12–24 hours, with clients noticing and commenting on the improvement unprompted.

Eliminated manual asset inventory

What once required building custom Excel files and cross-referencing device databases now generates automatically, ready to present directly to clients.

25% increase in managed devices

Increased the number of managed devices by more than 25% without hiring additional operators, enabling both customer growth and improved management for existing customers.

20% fewer inbound support requests

Proactive monitoring and scheduled task automation through Resolve and Virtual Technician fix issues before clients ever know they exist.

99% unattended rollout completion

Nearly all rollout operations complete without technician intervention, with automated video logs providing full auditability.

A clear competitive edge

Clients describe ITM as "a provider that's different from the others" — attributing the experience directly to Resolve's capabilities, which competitors simply don't have.

Resolve became a key component of ITM's broader cloud-first service model, integrating with Microsoft 365, security management, and endpoint automation.

For Federico, the decision is clear in retrospect: "If I were to find myself years back in front of that choice, today I wouldn't waste any more time looking for anything else." ITM now manages around 500 devices across multiple countries, maintains 24/7 SLAs, and operates with the kind of proactive confidence that was simply impossible before Resolve.

“Our growth was made possible thanks to Resolve’s capabilities. Thanks to these tools, we have been able to avoid hiring additional operators, saving both time and resources, increasing professionalism, and ensuring a highly reliable service for our customers. LogMeIn Resolve is the software that works for you and for your customers—and that is priceless.”

Looking for secure, scalable remote support that allows your technicians to provide assistance from anywhere and for any device? Visit logmein.com to learn more.

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