



# Elan: streamlining client network management with the Nebula MSP Pack

## Overview

To improve operational efficiency and consistency, Elan turned to Zyxel Networks' Nebula MSP Pack to centralize and simplify the management of its customers' networks. Managing over 200 devices, Elan leveraged Nebula's cloud-based platform to streamline configuration, automate deployments and standardize installations. This transformation enhanced scalability, reduced manual workloads and enabled faster, more reliable service delivery – all while maintaining alignment with the company's internal processes and quality standards.

## Challenges

Before implementing the Nebula MSP Pack, Elan faced growing complexity in managing multiple client networks. Each deployment required manual configuration and site-by-site management, which was time-consuming and prone to human error. Tracking license renewals and managing subscriptions also demanded constant attention from both administrative and technical teams.

The company sought to automate and scale deployments while implementing a standardized installation model that would improve accuracy and save time. Additionally, Elan needed a single, unified interface to monitor all clients and devices efficiently. As the organization continued to grow, maintaining consistency, ensuring compliance with internal processes, and avoiding service delays became increasingly difficult. A scalable, automated solution was essential to support Elan's expansion and maintain the high service standards its clients expected.

### Partner

Elan

### Headquarters

Le Coteau, France

### Served industry

SMB

### Organizations managed

More than 500

### Nebula deployed sites

France

### Partner background

Elan is a managed service provider (MSP) supporting more than 500 organizations across France. The company offers a comprehensive range of services including IT, cybersecurity, telephony, internet connectivity, printing, digitization and collaboration tools. With a people-first approach, Elan delivers tailored solutions that combine performance, reliability and innovation to meet diverse business needs.



**The Zyxel Networks Nebula MSP Pack has been instrumental in helping us automate our new deployments while staying aligned with our internal processes. It's allowed us to save valuable time and avoid human errors."**

**Mathieu ARSALE, IT & Telephony Business Unit Manager**  
Elan

### Solutions

Elan deployed the Nebula MSP Pack to bring automation, visibility and control to its network management operations. With Nebula's centralized dashboard, the team gained a single pane of glass to monitor all client networks, removing the need for repetitive, site-by-site logins.

The Pay-As-You-Go (PAYG) model eliminated the burden of tracking and renewing individual licenses, freeing administrative resources for higher-value tasks.

By leveraging Nebula's standardized configuration templates, Elan was able to streamline and standardize deployments across all clients while also automating and scaling their network rollouts, ensuring reliability and reducing setup time.

Through Zyxel's Elite Tech Program, Elan's engineers enhanced their technical expertise and achieved certifications that further strengthened customer trust. The collaboration with Zyxel Networks also included tailored support and integration of web services, reinforcing a long-term, win-win partnership.

### Product list



- Nebula MSP Pack License

### Results

The implementation of the Nebula MSP Pack brought measurable gains in efficiency, cost savings and service quality. Elan achieved faster, more reliable network deployments and improved operational control across all managed clients. The combination of centralized management, automation and flexible licensing reshaped the company's workflow and boosted overall productivity.

#### Key results:

- Deployment and configuration times reduced by 50%
- Centralized dashboard eliminated repetitive, site-by-site management
- PAYG model freed administrative and technical resources
- Automated and scaled deployments with standardized configurations
- The Partner Program provided noticeable cost savings on equipment
- Improved customer satisfaction and scalability for future growth

