Fertile Tech ,Customer case study

Helpdesk Monitoring Integration

Customer

- Fertile Tech
- Based in Louisiana,USA
- Managed Service Provider

Challenges

- Handling tickets without missing out on response time
- reduce operation costs without compromise on SLA
- After hours support
- Finding engineers with knowledge of the implemented systems

Goals

Implement a comprehensive support solution that:

- Reduces operating costs

- Provides outstanding remote monitoring services

- Understand the implemented systems.

- Meets SLA and is scalable

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Customer Intro: Fertile tech

Fertile tech is a Managed Service provider based out of Louisiana and serves small and medium sized business. They strive to provide worry free IT to their customers. The company was started by Justin in 2006 as he saw an increasing need for managed IT services.

Fertile tech has always been a cloud favouring MSP. They made the choice to use GFI RMM for their remote monitoring and Autotask for their ticketing system and CRM. They use Hosted Exchange and their password management portal is also hosted.

Fertile tech follows a stringent policy for documentation and troubleshooting. All their tickets need to be properly documented and followed up. There is a thorough Quality check on all tickets before closing.

Remaining Agile and Productive

After the Implementation of GFI RMM, Justin noticed that a lot of tickets that were generate were

1. **Repetitive** – it came into notice that most tickets were repetitive. They had been worked on by engineers, resolved and well documented in Autotask Knowledgebase. How repetitive these tickets may be, Fertile tech had to manage their SLA and at the same time get this load off their onsite team.

2. **Duplicate** – With Autotask and GFI RMM integration, when an issue is not resolved, a new ticket is created in the system. The engineers were spending a lot of time getting rid of duplicate tickets. Justin has to find a way to overcome this situation.

3. **Not Urgent** – When a RMM is at place it will capture all events and performance indices. But these may not be urgent tickets and can be looked into after business hours. These tickets can be outsourced which will help him cut down costs and free his team to address urgent issues. At the same time all SLAs should be met.

4. **Needed after hours attention** – Some tickets needed after hours support or had tobe scheduled for after business hours because the system was in use or was business critical to operations. Having a 24*7 team would not be possible for Fertile tech.

Justin was quick to realize that these tickets could be outsourced. In view of the current globalization and outsourcing trends he made up his mind and was looking for a reliable and efficient partner that could help him reduce costs but at the same time maintain quality and response time.

Results

▪· Fertile tech Hired ITimpulse to outsource operation activities.

▪· Fertile tech has reduced operation costs without compromising on SLA.

▪· Fertile tech have maintained their initial team size of 5 onsite engineers

▪· Fertile tech have reduced the overhead from remote monitoring.

▪· Onsite engineers have been able to find more time for customer interaction.

"ITimpulse has a great team. It took me a week to realize they are skilled professionals and know what they are talking about. The last 6 months has been absolutely fantastic. My customers are extremely happy as we can give them undivided attention."

Justin
Technical Director
Fertile tech

ITImpulse

ITimpulse is an IT support company run by seasoned IT experts with years of experience behind them and not by marketing professionals that just want to close deals and leave project delivery to others in the organization.The primary Focus is helping IT support companies reduce support costs by utilizing remote helpdesk services or IT staffing solutions. Our clients trust us because of our technical expertise and professional attitude to work. We deliver proactive, efficient and reliable services to our customers and guarantee response times and SLAs.

Integration

1. Fertile Tech has added ITimpulse as an engineer on Autotask and provides access to monitoring dashboard in GFI RMM. GFI RMM provides remote access to all monitored computers via Team Viewer. All passwords are stored in an online password manager and shared with ITimpulse.

2. All tickets generated by GFI remote monitoring are router to first level support at ITimpulse. ITimpulse provides a maximum response time of 10 hours on all tickets.

3. All issues are worked on by First level support after business hours and tickets are routed depending on action plan. All tickets that require on-site visits are scheduled with on-site engineers. Tickets that need escalation are transferred to support level 2. If vendor help is needed, support level 1 liaises with the vendors.

4. Time tracking is done via Autotask and Payments are made via PayPal every last day of the month.

5. Daily Meetings Between On-site team and remote engineers is held at 8:00 am EST to discuss course of action and share feedback. The Meeting is also attended by CEOs from both companies.

6. All solutions are documented and new ones added to knowledgebase for future reference.

7. All tickets are approved by Quality check before closure.

Results

1. ITimpulse has been able to meet SLA on all tickets for 6 continuous months.

2. Onsite Engineers are now able to attend only On-site calls and understand client

   Network in a better way.

3. Fertile tech has reduced operation costs, maintained SLA and received higher output from on-site engineers

4. IT impulse and Fertile tech have worked on projects other than helpdesk monitoring and liaise regularly on Server Migration projects.

"My Onsite staff has so much more time. All out remote monitoring is now taken care by ITimpulse. Our customers are happy because their issues are attended at the earliest. I am certainly pleased with their service. They are extremely easy to work with."

Justin
Technical Director
Fertile tech