Infrassist

Helping MSPs Scale

DEDICATED HELPDESK SUPPORT FOR MSPS

We give your clients the PROMPT assistance they deserve!



www.infrassist.com



- Are you short on resources to meet the relentless support demands from clients?
- Do you wish to scale operations without compromising on service quality?
- Is the resource-intensive burden of resolving tickets beyond the clock overwhelming you?
- Are you experiencing a profitability squeeze in the face of these challenges?

Reclaim Your Focus While Upholding Service Excellence

Cumulating unresolved support tickets or inconsistent technical assistance can impact the business performance of any MSP. That's why having the right resources and the required technical proficiency is more than important.

> At Infrassist, our expert engineers will adeptly manage all your technical and FCR challenges from start to finish using your PSA/Ticketingsystem, ensuring your clients' support needs are met promptly. We have got you covered with dedicated helpdesk support at all support tires and all time zone, taking the major support stress off your plate.

Let's Discuss Support Possibilities

Our Helpdesk FTE Support Levels

How Will L1 Engineer Help You?

(Good command of English language, interacts directly with customers, acknowledges their issues and create tickets for them)



Experience: 1-3 Years

Scope of Work:

- First line support
- Desktop & Application installation support
- Fixing basic RMM alerts
- Backup, MAV checks
- Onboarding / Offboarding users as per SOPs
- Active Directory, O365 User Administration

How Will L2 Engineer Help You?

(Seasoned and experienced technicians that analyse problems and offer solutions to issues that cannot be addressed by L1)



Experience: 3-5 Years

Scope of Work:

- Advanced Desktop Support
- Managing Escalations
- Server Administration
- Firewall Management - Rule creation, SSL-VPN, Site2Site setup, Web filtering setup, etc.
- Server security events related investigation.
- Virtual machine provisioning

Inclusions



Shadow Engineer

When your dedicated FTE is not available due to any unforeseen circumstance, the shadow engineer steps in to make sure things keep running smoothly for you.

Technical Account Manager

TAM is in charge of guiding and training the engineers belongingto his team and handling major technical escalations.





Account Manager

Account Manager is responsible for arranging sync calls, other additional support as and when required, invoicing, and managing operational escalations, if any.

Assumptions:

- All systems are set and in usable state
- Availability of remote access to all the tools & required resources like RMM, Ticketing, Documentation etc.

Exclusions:

- Configuration of any third-party applications
- Microsoft licencing
- Tenancy Provisioning
- Custom scripting or application development
- Anything not explicitly defined in Scope of Work

Responsibilities:

- Accomplish the defined deliverables within the project scope
- Ensure seamless continuity
- Provide suitably skilled and qualified remote staff as committed
- Offer consultation and guidance on the best practices

Customer Responsibilities:

- Provision of remote access or suitable privileged system access to in-scope infrastructure prior to commencement of the engagement
- Provision of any existing documentation of in-scope services prior to engagement
- Connect us with the internal subject matter experts as required
- Define any additional in-scope activities prior to engagement

Schedule a No-Obligation Consultation

Tailored Helpdesk Support for MSPs

Just the Resources Your Service Desk Needs

- **Remote Assistance Over Phone/Email/Chat** – Efficiently manage clients' issues through seamless remote assistance.
- **Scalable 24/7 Availability** – Day or night, we will be available when your clients need us.
- **Dedicated L1/ L2/ L3 Expertise You Can Trust** – Dedicated helpdesk FTEs with different levels of support expertise.
- **High FCR Rate** – Delight your clients with rapid response and swift issue resolution.
- **Sufficing Your Exact SLAs** – Leave it to our experts to meet or exceed your SLA commitments using your native tools/systems.
- **Ensure Business Continuity** – Consistently deliver top-tier support to ensure client satisfaction and business continuity.

Your Success is Our Priority

Trusted by 150+ MSPs Globally



Join hands with Infrassist and experience the transformation from feeling overwhelmed to overperforming.

150+
MSPs Served

70+
Technology Experts

24/7
Support Operations

15+
Countries

27001:2022
Certified

Let's Talk Business!