Infrassist
Helping MSPs Scale

POD MANAGED TEAM SUPPORT

Experience Maximum Value and Effective IT Support



www.infrassist.com

At **Infrassist**, we recognize the challenges of balancing limited resources, time & budget constraints, and talent scarcity when it comes to hiring skilled engineers. We understand that it is not always feasible to invest into hiring, training, and managing technicians for each specific skill set.



We Have a Solution to This - POD Managed Team Support.

POD Managed Team Support by Infrassist is a comprehensive IT support model ***tailored specifically for MSPs like yours***

With this model, you can get a multi-skilled team that covers more ground without draining your budget.

With POD, you no longer need to choose between basic L1 support and costly L2 expertise. We provide you with something in between – a highly skilled team who can perform beyond L1 duties without the expense of hiring an L2 engineer.



L1 Engineer Skillset + L2 Engineer Skillset = Top Notch IT Support On a Budget

Our POD Managed Team Support Model Offers a Solution That

- Maximizes efficiency in IT support
- Optimizes resource utilization
- Eliminates resource management headaches
- Enables business continuity and scalability for MSPs

Let's Discuss Support Possibilities

What's Included in POD Support?

Team-Based Support Model



L1 Engineer



L2 Engineer



Account Manager



Technical Account Manager

> Our POD team works as an extension of your workforce, proactively improving service delivery - without compromising on expertise or budget

We've Purpose-Built POD for MSPs Who:

- Want both NOC + Helpdesk well-integrated in one team
- Want to standardize SOPs and offer fast, consistent responses to their clients
- Aim to be on top of reactive and proactive support
- Are scaling up, but don't want to overload their core techs
- Want to get maximum value out of white-label partnership
- Prefer to focus on growth while we handle routine operations

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

Our POD Support Plans

Feature	POD LITE	POD STANDARD	POD ADVANCE
Team Composition	Shared L1 + L2	Dedicated L1 + Shared L2	Dedicated L1 + L2
L3 Escalation Support	Not included	Not included	5 hrs/month
Daily Coverage	8 hrs/day Aligned to your time zone & preferred shift	8 hrs/day Aligned to your time zone & preferred shift	8 hrs/day Aligned to your time zone & preferred shift
After-Hours Availability	Chargeable	Complimentary	Complimentary
Free Professional Services Consultation (Worth $100/hr)	Available as an add-on	1 hour included	3 hours included
Minimum Commitment	6 months	No strings attached	No strings attached
Professional Services Collaboration	Not Supported (No involvement of POD team in delivery of projects)	Supported (POD team can support ongoing PS projects e.g., handling post-pilot rollout in migrations)	Supported (POD team can support ongoing PS projects e.g., handling post-pilot rollout in migrations)

Complimentary Add-Ons

1) After-Hours Support (Shared Team)

(Included in POD Standard & POD Advance)

Coverage: 16x5 + 24x2 (Aligned to your time zone)

Inclusions:

- First-Line Helpdesk Support
  - Basic troubleshooting and initial triage for reported issues.
- Keeps your MSP responsive beyond business hours without overburdening your core team.

Please note: A maximum of 20 support tickets or calls are included per month.

2) Level 3 Escalation Support (5 Hrs/Month | Worth $275)

(Included in POD Advance)

Inclusions:

- Advanced configuration (O365, RMM, Backup, Servers, Firewalls)
- Technical audits & consulting
- Proof of Concept (PoC) support
- Advanced troubleshooting & escalations
- Ad-hoc support for unexpected issues
- Migration Support (Limited to technical troubleshooting related to M365, Windows Server OS, Networking, etc.)

3) Professional Services Consultation (High Value | Worth $300)

(Included in POD Standard & POD Advance)

Use this complimentary session to:

- Discuss a use case, scope, or pitch for your upcoming projects
- Assess customer environments for modernization opportunities
- Get expert advice on advanced configurations and best practices
- Explore migration planning or technical roadmap discussions
- Get support on areas where you're stuck or need expert input

Schedule a Call



Why Choose POD Team Support?



Maximum Resource Utilization

Get the most out of your investment. Our blended L1 + L2 model give you more expertise and coverage while in budget. Such a COST-SMART approach.



Built-In Escalation Layer

L2 brings the technical depth to handle and remediate complex issues. So, you're not stuck with piled up issues or the full-time salary of an L2 that it usually takes.



After-Hours Coverage Include

Stay responsive beyond business hours at no extra cost. Your clients stay happy, and your core team stays balanced.



No Hiring or Training Hassle

Skip the long hiring cycles. Our team is MSP-ready and trained on common tools so they can plug right into your systems and workflows.



Document SOPs and Standardize Workflows

We don't just support, we use our experience to help create and document SOPs, streamline your processes, and ensure your operations stay clean and scalable as you grow.



Experience Controlled Growth & Scalability

We handle the routine IT support so you can focus on growing your business without compromising service quality.

On-boarding Process

Get fully operational in just 1 week.

Kickoff & Discovery

- Kick-off call with technical team after high-level SOW handover
- Understand technical needs and expectations
- Assign access to required tools and platforms

Setup & Alignment

- Tool stack access verification & audit
- Identify optimization opportunities
- Plan documentation structure

SOPs & SLAs Finalization

- Create/review technical SOPs. Ongoing
- Define user roles and permissions
- Align SLAs and escalation flows

Final SOW & Team Introduction

- Finalize and share detailed SOW
- Confirm key milestones
- Go live and get started with your POD team

What Our Clients Say



I can now go to companies with 1000 users and say I can take over your IT

Think of the value that you will bring to your customer by partnering with partner like Infrassist, speed to market and more importantly, scalable resources.

- Dayal Bhagat, CMIT Solutions - Roanoke



We're looking at DOUBLING the help next year

If I was to describe our partnership with Infrassist, I would use the word TRUSTWORTHY. Infrassist was able to create a lot of VALUE to InterHyve in many ways with the impactor team which is able to go into projects we weren't able to do otherwise. We're looking at DOUBLING the help next year.

- Fabris Beaux, InterHyve



We look forward to building on the already excellent framework we have

Infrassist is our long-time partner – it's been 7 incredible years. We very much appreciate the relationship we have built with Infrassist and look forward to many more years working with the team and building on the already excellent framework we have.

- Kylli K., Cymax

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!