



Client Name: ClixOn GmbH

Location: Berlin, Germany

Problems faced - Configuring, onboarding and aligning customers to their RMM Platform- Atera.

About ClixOn GmbH: ClixOn GmbH is an MSP based in Berlin, Germany. They have a decade long experience of assisting their clients with IT Services. ClixOn has completed 1000+ Successful customer projects.

Location: Berlin, Germany

Services: Managed IT and Cloud Services

Why they partnered with us: ClixOn uses the RMM Platform tool Atera, to manage their clients' IT. But because their RMM wasn't properly configured they were facing issues with onboarding and managing their clients. They figured out they'll have to implement a change to improve their service quality and customer experience. That's when they thought of outsourcing their IT services to a Master MSP. ClixOn has opted for Infrassist's NOC Advanced Service Package.

Problems they faced: Configuring and onboarding their customers to the RMM Platform- Atera.

Tools we used:

RMM: Atera

Backup: Acronis

Documentation: IT Glue

Total Customers and Nodes: 63
customers
and 249 Nodes

**No. of engineers working with
ClixOn:** 2

Solution

Strategy: Our strategy has been to maintain proactiveness to ensure there are no loopholes. All clients were successfully configured and onboarded. Our team is in constant touch with theirs.

On-going Project: Currently, ClixOn has opted for Infrassist's NOC Advanced Package where our skilled engineers monitor, troubleshoot and fix their clients. We also do Patch Management, Backup Management. We are currently managing __ nodes for them.

Escalations: None

Meetings and Sync-Up Calls: Biweekly sync up calls is arranged between ClixOn and the Accounts team, Customer success team and the engineers of Infrassist. Along with that, daily reports are also sent to the team to keep them updated and in loop.

Engineers who worked



Hardik Pandya



Rajan Jani

How we helped them scale: ClixOn is a happy client of Infrassist. Initially we started off the partnership with Infrassist's NOC Advanced package. Having more time and less routine tasks in their kitty is enabling their engineers to focus on other major tasks.

Future: We are now in discussion with them for our M365 plans as ClixOn is considering making the move to cloud. Infrassist is also in talks with them about our SOC & SIEM Services.

Testimonial from ClixOn:

"They provide some exceptional service and they are extremely professional with their work. The staff is friendly and always happy to help."