



Client Name : Cymax Pty Ltd

Location : Brisbane, Australia



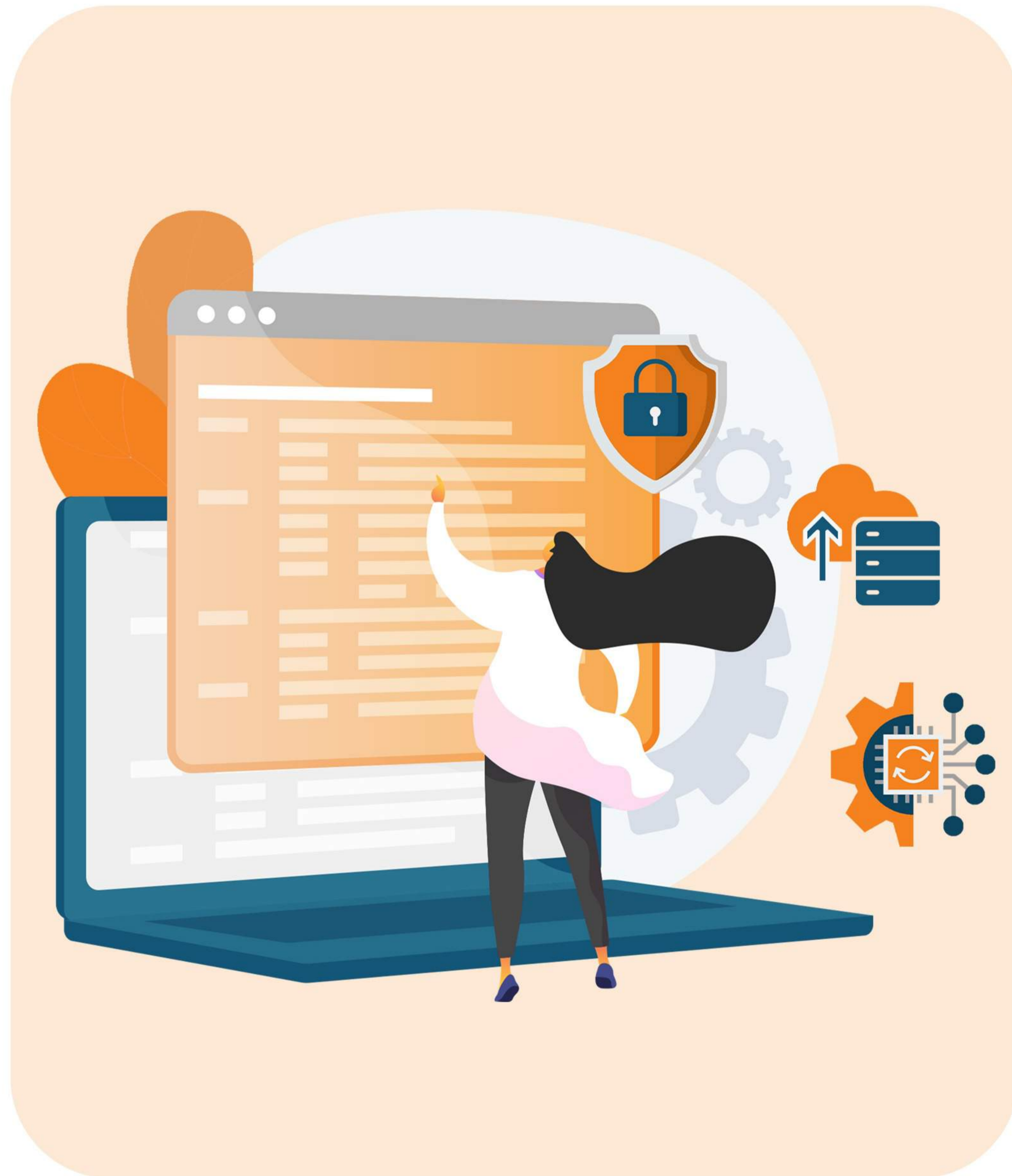
About Cymax

Cymax is one of Brisbane's original and leading IT service providers. They deliver award-winning business IT solutions to many clients across a broad range of industries. Their clients come from professional services, hospitality, education, distribution, manufacturing, mining, construction, retail, IT, engineering and not for profit industries.



Why they partnered with Infrassist

Cymax is expanding. They needed skilled and experienced resources and engineers that could work for them at a cost-effective pricing. They were also looking for a team that provided them with backend technical support to cover up for holidays. Partnering with us covered up for all that they were looking for. Not only did they get skilled resources but also people who could cover for their team on holidays and for after-hours support, particularly preventative maintenance.



Total Customers and Nodes: 65-70 customers and approximately 1400 nodes.

Training that our engineer went through: Gunjan, our engineer who currently works with the client, had to undergo training to learn and get equipped with all the above tools that Cymax uses.

No. of Infrassist engineers working with Cymax: 1

Challenges faced: A handover among engineers recently took place at Infrassist, so it was a challenge for our current engineer to understand the new process along with managing his routine tasks. The in-house engineers of Cymax are skilled across various platforms, hence initially it proved confusing for him to check which engineer to approach for which query.

Solution

Strategy: To align with our aim of maintaining proactiveness, a typical day in the life of the engineer starts with checking emails. Email is also where information on tickets raised are displayed. Other than that, the same tickets are also visible on Cymaxs CRM. Any further communication happens through Microsoft Teams.

On-going Project: None

Escalations: There are rarely any escalations but when there are, a different team works to resolve them.

Meetings and Sync-Up Calls: Sync-up calls don't take place that often, but documents are updated weekly on the Document Management system and a list of tasks that are to be performed and the ones that were performed in the previous week, are listed down. Daily reporting and updates are given through the CRM by entering detailed timelogs.

Engineers who worked



Gunjan Vaishnav

How we helped them scale

With technical assistance from our team and the vision and business acumen of Team Cymax, in these 4 years of partnership, they were able to scale themselves upto 2X times.

Future: Cymax is looking forward to add a dedicated engineer from Infrassist for helpdesk support.

We have been working with Infrassist for quite some time and have always found the team to be responsive, flexible, proactive and willing to offer out of the box suggestions. I am comfortable recommending their services and welcome anyone to reach out to me should you have specific questions.

Sean Dendle
Managing Directory, Cymax Pty Ltd