



Client Name : MicroRentals
Location : NSW, Australia
Problems faced: Wanted guidance and assistance in planning, implementation and execution of Managed IT Services



About MicroRentals

Since 1987 MicroRentals has been the leading expert and distributor of IT equipment across Australia focusing on providing organizations with short- and long-term rentals and/or purchasing solutions.

From your general computer & laptop hire, tablets & smart phones, scanners & printers, high end UPS's & servers through to unique requests of High Definition projectors & audio visual requirements and electronic whiteboards - Microrentals is able to cater to your requirements, all at the most competitive prices.

Microrentals is also able to setup and configure all your network & infrastructure requirements helping you solve all of your IT challenges no matter how big or small.



Why they partnered with Infrassist

Brian, the owner recently bought MicroRentals which was owned by someone else. Since he is unfamiliar with the process, he needed guidance in forging their way to get into the Managed Services Market and set a strong foot in it. They were looking for a trusted IT implementation partner and that is when they approached us via a referral.

Problems they were facing:

Because they are new here, their existing process was messed up, they don't have any RMM Tool to access customer's IT Network. And they only have one on-site engineer. They needed experienced and skilled engineers who would give a kickstart and guide them in this journey.

Tools used:

Password Management: Keypass

Email Security: Trend Micro

Antivirus Tool: Sophos Cloud

Remote Access: ConnectWise Control Center

Subscription Management and billing portal: Rhipe

Storage -NAS

Total Customers and Nodes: MicroRentals has about 13 customers and 400 nodes approximately, and 4-5 firewalls

Training that our engineer went through: Learning about tools that our engineer was not familiar with such as Rhipe

Escalation we received and the strategy we used to deal: We have not received any escalations till now

Challenges faced:

There are certain issues which we can't resolve remotely since we have limited access because of the absence of an RMM and a Ticketing Tool. For such issues to get resolved we have to send MicroRental's on-site engineer to the customer's office who will then go and remediate the issues.

Also because of there being a gap in knowledge transfer during the MicroRentals ownership, there's a bottleneck as it takes time for the team to cross check information and to seamlessly explain it to us.

Engineer who worked



Rahul Raval

Meetings/Sync Up Calls: Apart from the usual sync and there are Biweekly sync calls that take place with MicroRentals and we have the Account Manager, the Technical Account Manager and the engineer working for them, on call.

Parakh and the team have been great to deal with, right through from the initiation of the project to the implementation and post implementation support. The team understood the requirements completely and delivered accordingly. I can highly recommend Infrassist to deliver any project the business requires.

Brian Taouil,
c, Australia

How we helped MicroRentals scale:

MicroRentals does not have any RMM Tool or ticketing tool. We have recently done a Migration Project for them and Other than that, we manage all customer queries via Calls and Emails.

Future:

In the near future, we will soon start implementing an RMM and PSA Tool. This will not only help in seamless onboarding of all customers but also help in monitoring and management of the network.

