



Client Name : Support Wizard

Location : London, UK

Problems faced : Needed an experienced and skilled IT engineer to support their existing IT team



About Support Wizard

Support Wizard is an MSP based in UK. They have a decade long experience of assisting their clients with IT Services.

Support Wizard is the certified partner to some of the world's biggest tech companies including Microsoft, HP, WebRoot, Google and Mimecast and we are renowned for their industry standing and reputation for value, honesty and transparency.

They are the IT company of choice for SMEs and hospitality sector.



Why they partnered with us

Support Wizard uses various tools and platforms to support their clients seamlessly. They partnered with Infrassist as they needed a dedicated IT engineer to support and work in alignment with their tech team. The costs of hiring and training an engineer in the UK proves to be a lot heavier on the pocket hence they decided to outsource the task to a Master MSP like us.

Problems they faced

Needed an experienced and skilled IT engineer to support their existing IT team

Tools used

PSA: Zendesk

RMM: Kaseya VSA, ScreenConnect

Documentation: IT Glue

Chat Support: JivoChat

Time Process: Hubstaff

Internal Task: Slack, Asana

SNMP: Unifi

Security Monitoring: WebRoot

Cloud Management: GiaCom

VoiP: Siptlo

SIM Management: KCOM

Spectre: For sharing credentials

Total Customers

Support Wizard provides IT Support to over 500 SMEs and firms in the hospitality sector.

Training that our engineer went through

Rajan, our engineer who currently works with the team had gone through a training session where they gave a brief on all the tools they use.

No. of engineers working with Support Wizard: 1

Challenges faced

A lot of the customers are of different nationalities. To grasp and understand their accent was a little tough initially but now there are no such troubles.

Strategy

Our strategy has been to maintain proactiveness to ensure there are no loopholes. Work of all their clients is going on smoothly. Our engineer provides 9 hours of NOC & Helpdesk Support to them and works in the same time as theirs.

On-going Project

Currently, SupportWizard has opted for Infrassist's NOC Advanced Package and Helpdesk Support Services where Rajan monitors, troubleshoots and fixes all the alerts assigned to them. We also do Patch Management, Backup Management.

Escalations: None

Meetings and Sync-Up Calls

Monthly sync up calls are arranged between Support Wizard 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.

Engineer who worked



Rajan Jani

How we helped them scale

Support Wizard 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.

I wish I would've signed up with Infrassist earlier. We had been looking for a skilled engineer to assist our IT Staff for long but never found one that met our criteria. These guys seemed convincing, and I thought we could give this a try. I must say I'm satisfied and happy with the dedicated engineer and the service that they have provided me.

Adam Forman
Founder/Director, Support Wizard