



Client Name : Vertech IT Services

Location : Auckland, New Zealand

Problems faced : Needed more staff for Technical Assistance like- Helpdesk support and ticket resolution.

About Vertech

Vertech IT Services is based in Auckland. Vertech has operated as a bespoke IT Solutions company providing high quality personalised service to small to medium sized businesses in the area. The introduction of cloud technology and ultra-fast broadband (UFB) rollout has allowed them to enhance their solutions, giving business owners more time to focus on growing business. Over 10 years, Vertech IIT Services has found the best client's across financial services, logistics and dental clinics etc.



Why they partnered with Infrassist

The partnership started with providing Helpdesk Support and ticket resolutions that an L1 engineer can take care of. But apart from that, after suggestions from our Team, they have even undergone Audits for their RMM Tool, their Firewall and Backup tools.

Problems they were facing

Needed more staff for Technical Assistance like-Helpdesk support and ticket resolution. We approached them and they decided to go on with the partnership.

Tools used:

RMM – SolarWinds

Backup- Max Backup and Datto

Password Protection: SolarWinds PassPortal

AntiVirus: Sophos

Email Protection: CloudFinder

Email Security: Mail Assure

Database Protection: Dark Web

Tickets: ConnectWise Manage

License Handling: Dicker Data

Cloud File Sync: SharePoint and eFolder

Calling: 3CX VoIP

Training our Team went through

Infrassist Engineers went through a month-long training. During that period, the engineers were introduced to all the portals. All the how-to documents and guides for the routines, were added to e-Folder, the cloud platform that Vertech uses to store their files.

Escalation we received and the strategy we used to deal

No major escalations as such. One of our engineers has moved from Helpdesk and L1 support to the Admin Services department of Vertech.

Challenges faced

The client gave us one month to learn the functionalities of all portals alongwith client configurations, which vary according to the client. 2 weeks into the project and our engineers were assigned to attend customer calls. But now, Infrassist is the first point of contact for all of Vertech Customers and then if the ticket requires the assistance of an L2 engineer, we pass it on to the on-site engineers of Vertech.

Meetings/Sync Up Calls

Daily meetings before work begins (Auckland Time) wherein the team discusses on what the plan of action is for the day and the challenges the employees faced the previous day.

As for report sharing, Vertech and Infrassist uses ConnectWise Manage which has a sheet where the tickets and the resolution details are added- time taken to resolve the ticket, whether it was passed on to the L2 engineer, and any extra research work that we've done)

Engineers who worked



Darshil Rathod



Sumit Khorava

How we helped Veritech scale

2 new clients onboarded after the association with Infrassist. The benefit for Veritech has been that they can engage their in-house IT Engineers to go and provide on-site support. Post-partnership, along with Infrassist, Veritech has been able to enhance their customer service. They have seen better scalability and flexibility. Another benefit for Veritech has definitely been that they have an L1 engineer (to answer calls and resolve tickets) and an engineer as a Service Admin to go through tickets.

They are the perfect IT Support partners. We've got great feedback from our clients and the ticket resolution is also quick-our customers are loving the prompt responses. The team did get onboarded soon and they have seamlessly merged into our Team and the tools we use. Loving the efficiency.

*Daniel Watson,
Founder & CEO, Veritech IT Services*