EXPERTISE-AS-A-SERVICE

"Your extended team, to support your organization 24x7"

Expertise-as-a-service is a 24x7 IT Support that is responsible for handling day-to-day IT Operations on behalf of MSPs, MSSPs, and end-clients. The service is responsible for handling day-to-day steady state in-scope tasks, providing technical assistance and support related to computer systems, hardware, networks, and software. The goal of this service is to provide quick and efficient resolution to IT issues, ensuring minimal disruption to the end-client's operations. This service can be tailored to the specific needs of the MSPs, MSSPs, and end-clients, including support hours, response times, and the level of expertise required.

OUTSOURCE SERVICE OPTIONS

Helpdesk Resources

Helpdesk-as-a-Service is a cost-effective solution for businesses to outsource their customer support needs to experience experts. This option is more efficient than maintaining an in-house team, as it eliminates the need for hiring and firing processes. Additionally, it allows MSPs/MSSPs to easily scale their business to meet the changing needs of their customers.

Security Engineers

Security Engineer-as-a-Service helps MSPs and MSSPs improve the security posture of their end customers by leveraging existing security solutions. We provides trained security engineers with expertise in areas such as Secure Software Development, Penetration Testing, vCISO, etc. based on the customer's needs.

Project Manager Resources

PM-as-a-Service allows customers to hire a project manager to oversee project tasks and ensure they finish on time. This service is designed to help customers scale their business without worrying about hiring, firing, training, and resource management. It is a fully customizable service that allows customers to request specific technology know-how and time zones.

L2/L3 Engineers

L2/L3 Engineer-as-a-Service offers a specialized set of skills to MSPs and MSSPs based on their business needs. By outsourcing L2/L3 Engineers, MSPs/MSSPs can achieve the best return on investment by resolving tickets according to SLA and easily replacing engineers in case of a change in requirements or if an engineer leaves the organization.

KEY FEATURES

- Documenting repetitive processes to streamline and improve the efficiency of support services.
- Weekly/monthly feedback meetings to ensure that the service is meeting the needs of the MSPs/MSSPs/end-clients.
- A wide range of skillsets from various facets of IT, including security, hardware troubleshooting, virtual environment installation, and more.
- A bundled set of tailored skillsets available 365x24x7 to meet specific needs.
- Support in 10 different languages, serving customers in multiple countries.
- Consistent and reliable helpdesk support, ensuring minimal disruption to the end-client's operations.
- Ability to adapt to rapidly changing technologies as per new business needs.
- Delivery beyond the KPIs and SLAs.
- Resources with top IT and CS degrees.
- Fixed Monthly Service Price (No Hidden Charges!)

EXPERTISE-AS-A-SERVICE HIGHLIGHTS

- Industry leading skillset under one roof
- Expertise with at least 2 years of experience
- 80% analysts hold reputed IT and CS degrees
- Low ticket resolution time
- Operational flexibility
- SLA and KPIs agreement

- Custom incident reporting workflows as per Use cases
- Complimentary documentation of repetitive task
- Dedicated account manager
- Business stake holders get a chance to focus on business growth

- Exceed expectations against KPIs
- Transparent operations execution
- Support expertise in multiple languages
- Service delivery from world's secure environment

TYPICAL EXPERTISE-AS-A-SERVICE TASKS

- Assignment & Resolution of tickets
- Solving issues via remote calls
- Configuration and migration of email solutions
- Integrating email platform with security solutions
- Onboarding and deboarding of end clients
- Build good rapport with end clients
- Improves processes to reduce the ticket resolution time
- Documenting repetitive tasks
- Smooth transition of duties and knowledge
- PAM & IAM Operations
- Managing and configuring Virtual environment
- Regular and timely Backups of critical servers
- Helps to attain business continuity
- Deploying and managing Web proxy solutions

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