

Award winning vertical market MSP, ATS, now provides 24X7 support to clients by partnering Value Point.

Collaboration with Value Point has created added value to ATS by saving time and money on resources for round-the-clock services

Protection, monitoring and management is a central part of your IT cybersecurity. Valuepoint provides world-class cyber security tools and technologies, to advise clients on threats, identify vulnerabilities and constantly monitor their entire cyber security estate.

Challenges face by ATS

ATS worked uninterrupted from 9 to 6 to provide the best solutions to its customers. However, off-business hour's support was a challenge, and ATS experienced falling behind in meeting its deliverables by not attending with continuous backups, patches and security solutions. Without the 24X7 monitoring and SMEs not present round the clock, staying competitive in the market and scaling these business units seemed challenging. To add, there were occurrence of high licensing and resource cost as well.

Solutions offered by Value Point Systems

The NOC of Value Point which was fully operational round the clock with SMEs who understood the importance of IT infrastructure and requirements, were deployed to provide support to ATS.

The services model was 24X7, extremely flexible and worked to complement the MSP's team of experts. Value Point provided FCR, Remote Monitoring and Management, Cloud-based Next-Gen Antivirus support and third-party Patch Management.

It was able to continuously generate high level MIS reports with real time Dash Boards in addition to resource wise SLA performance reporting. The NOC team also responded quickly to monitoring events and proactively resolved IT issues before they could impact end customer's operations. There was no need for additional licensing software solutions too!

85%

of requests closed by Remote and FCR

“*Value Point has been an invaluable partner to ATS. They brought the packaged solution to address our 24x7 NOC needs, while their MSP business knowledge has ensured we are taking a strategic approach to technology. Value Point seamlessly integrated with our team and ultimately enabled us to meet our aggressive offerings in a cost-effective way. We would highly recommend Value Point and we look forward to continuing partnership with their organization.*”

Nishant Bhoyar
Senior Manager, Managed Services
American Technology Services ”

65%

cost saving on support services achieved by outsourcing



Benefits and Business Outcomes for ATS

Round the clock support by Value Point team of experts provided the much-required peace of mind to the MSP, by ensuring consistency and 24X7 availability of ATS's systems to the latter's customers. The NOC's flexibly monitoring team ensured that ATS website, networks, servers, databases and circuits were always operational. A stronger SLA delivery became possible with better clarity in the agreement.

This offsite support model led to optimization of technical resources and ATS was able to save cost as high as 60% on support services that were outsourced. There was 40% saving on licensing. Moreover, 85% of requests were closed by the NOC's remote services and FCR. These led to reduction in delivery cost to ATS by expanding its offerings even during off-business hours without making changes in the existing infrastructure, manpower and increasing its CapEx.

Key differentiators of Value Point

There was a measurable and significant reduction in delivery cost for ATS to its customers by outsourcing the off-business hours support to Value Point

About ATS

Virginia based American Technology Services (ATS), a WWTS company, has over 2 decades of experience in providing comprehensive IT, web design and development services to small, medium and large enterprises, besides the government agencies. Being a leader in IT strategy and consulting, managed IT services, network support, web design and development, managed hosting and cloud services, ATS has won several industry awards to its credit. With its strong alliances with leading technology providers, ATS delivers the best set of solutions and valued as a reliable yet large MSP. Value Point Systems supports ATS as its channel partner across services.

About Value Point Systems

Value Point Systems, one of the leading "Digital Systems & Services Integrator" companies in South Asia, providing end to end digital transformation Solutions & services with best in class technology partnerships. Dedicated on delivering innovative, optimum, effective solutions and services to over 15,000 large enterprises and SMEs including Fortune 500 customers through its 3,000 + strong professional workforce.. Following no rulebook policy when customers are in crisis. Always flexible and scalable, aligning with their priorities than ours. "Customer Success" in digital world is our motto.

Value Point Systems is now celebrating its 28th year of prosperity and success; creating value for all its stakeholders. We have tasted all kinds of success during the past, being one of the top 50 IT companies of India, and top 5 tier II system integrators. The Purpose of the company is to 'Make a Difference' in People's Lives through technologies.

40%

savings on Licensing

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