Value Point Systems enables MSP to provide the entire Datacenter capabilities to a large enterprise in healthcare solutions.

White labeled solutions from Value Point empowered the MSP with the competitive advantage for better growth

Challenges encountered by the MSP

Being a small sized firm with limited resources and expertise, the MSP was unable to provide full-fledged managed services to its larger client, as it did not have a NOC. The challenges were many, including lack of a 24X7 monitoring and management of the datacenter, an end user service desk, customized backup and disaster recovery, among others.

In such a challenging situation, the MSP was not able to meet its SLAs. Ramping up operations or even maintaining sufficient cash flow was becoming unachievable. Competition was high with account retention and customer satisfaction becoming the need of the hour. There was an urgent requirement to set up a datacenter support services with end-to-end network management including real-time log in, active monitoring and alert to serve its esteemed customer.

White labeled Solution provided by Value Point

Having the challenging situation on hand, the MSP sought services from Valuepoint, which in turn provided complete white labeled solutions that included a dedicated offshore NOC based out of Bangalore. Dedicated NOC engineers who were certified with required skillsets for providing support services

The NOC provided a centralized service desk and ticketing system with triage support as well as 24X7 monitoring. Cloud based back-up and disaster recovery solution were put in place to ensure smooth operations of the network. End-user and server security that were highly critical were deployed. Automation and routine tasks were done through script-based execution. The NOC was fully operational round the clock and was staffed with IT professionals who understood the importance and adept at keeping the end customer's complex IT infrastructure secure and ensured it ran at optimum performance. Moreover, the MSP was provided with visibility of the network performance with dashboards and KPIs that could be accessed from Value Point's reporting portal.

99.8%
of uptime of Datacenter Services

40%
Savings on Operational Cost

Furthermore, this dedicated NOC solution was much more cost-effective than the MSP creating their own SMEs, 24 x 7 Support Infrastructure and Industry Standard ITIL based ITSM Tool. Quality control and assurance were in place. Furthermore, in the event of expansion of the end client's business, Value Point's NOC platform is cost-effective, scalable and secure.

Benefits and business outcomes

Value Point's white labeled solutions were fully integrated where branding and identity of the MSP was added. It freed the MSP from concerns about investing money to have their own Support Infrastructure to serve this customer.

Value Point solutions brought about 99.8% of uptime of datacenter services and improved response and resolution SLA. Efficiency in the NOC operations reduced 30% support tickets through automation, 25% of requests were resolved through FCR. The solutions also provided 40% plus savings on operational costs. The MSP now could focus on its business's core competency.

Key differentiators of Value Point

Value Point's white labeled solutions helped in reaching the MSP's business goals more efficiently. The MSP saved significantly by not having to invest in infrastructure or technology creation around the solution.

About MSP
A small-time west coast based MSP has the capabilities of providing to small, medium and large enterprises, complete services to suit their customers' varied IT requirements. These capabilities are to be attributed to Value Point Systems with which the MSP is now able to serve a large customer who is a leader in creating dynamic technology solutions for a critical component of healthcare administration.

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.

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