



Infrassist
Helping MSPs Scale

Case Study

Techtron delivers
comprehensive IT solutions with
efficiency added by Infrassist



Client:
Techtron



Industry:
Managed IT Services
and Consultancy

About Client

Techtron is a Cape Town and Gauteng-based technology firm focused on providing managed IT services and consultancy to organizations that need support with their IT infrastructure, including desktops and laptops, servers, networking equipments, and software. Founded in 2004, Techtron provides solutions to real-world IT problems by integrating industry standard solutions or creating customized solutions to meet their customers' requirements.

Our Vision

Techtron is focused on managing IT services, streamlining IT infrastructure, and ensuring business continuity for its customers. "By staying focused on our goal to provide the best possible service to our clients, Techtron has been able to grow steadily into a premium IT services support partner for its customers."

The Challenge

Techtron was trying to do everything in-house, which meant that their engineers were all the time engaged in monitoring the servers and workstations, fixing alerts, and managing the routine IT maintenance tasks like software upgrades and patch management. The skilled IT engineers were unable to look beyond the routine operations of their customers. The overworked team fell short on monitoring the back-ups. Techtron has deployed Sophos Firewalls to facilitate safe IT networks for their customers. However, reviewing the alerts and reports separately for multiple devices and multiple customers was becoming a challenge. There were space issues when storing customers' server back-ups on network-attached storage (NAS). The team was stuck managing all the scripting, patching, and monitoring on their own and were left with no time and resources at their disposal to win over new customers or create innovative business strategies.

The Solution

- Techtron brought in Infrassist. Today, they rely on Infrassist's infrastructure and support to manage their customers. Back-ups are regularly monitored and patches regularly administered.

"Infrassist came in and took over our resource-intensive tasks. Our engineers were now more productive in their everyday operations. They now had time to invest in projects that would drive up the company's revenue."

Running a script through N-Central has resolved many a problems that Techtron faced earlier, saving significant time for their engineers. Software upgrades are now automated. Server back-up older than 30 days are automatically deleted, leaving space to store new data. Techtron was now able to monitor its Sophos Firewalls through N-Central. Infrassist created a WDS server to push images on new machines, saving time when installing a new OS.

- Most importantly, Infrassist supported Techtron to set up a Security Operations Center (SOC) using ELK Stack because of which they can now sell more revenue-generating services to their existing customers.

The Result

- The onsite engineers at Techtron are now able to focus on onboarding new customers and upsell new managed services to the existing customers. Partnering with Infrassist has given them access to more manpower and knowledge – scaling up their confidence to manage new and old customers, that too, without the need to hire or increase headcount. Infrassist has added the 24x7 operations and support advantage to Techtron because of which the latter is now able to cover its customers and their issues and mitigation, round the clock.

“From the expertise that Infrassist brings on board, we have seen our operational efficiencies shoot up. Today, we are in a better position to take on customers with more complex needs and environments.”

Your Success is Our Priority

Trusted by 150+ MSPs Globally



*We're Infrassist - a trusted white label Managed IT & Professional Services partner for MSP businesses. Our services span 24/7 NOC, Helpdesk, Teams Support, and Professional Services, strategically tailored to support MSPs in attaining service excellence and drive profitable growth. Having 150+ MSP partnerships globally, we offer the right balance of **COST + EXPERTISE + VALUE** that helps MSPs in enhancing operational & service efficiency.*



150+
MSPs Served



70+
Technology Experts



24/7
Support Operations



15+
Countries



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Certified

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