

## USER STORY

# Expandable and Flexible Solutions

**Experienced Serial Entrepreneur  
Formed a Systems Integrator /  
MSP Servicing One of the Highest  
Population Density Cities in the World**

- ▶ High growth factors, but low initial cashflow.
- ▶ Required a pay-as-you-grow solution that scaled technically and financially.
- ▶ A solution needed to meet very stringent performance requirements without breaking the bank.

### The Challenge

- ▶ Evaluate events and automatically generate Tickets in a third-party Help Desk.
- ▶ Ensure service impacting events for VIP clients are handled in accordance with SLA agreements.
- ▶ Provide visibility to Sales, Support, and Management teams, as well as detailed reports to end clients.

### The Solution

Evaluate events on multiple factors, including Customer, SLA, type of device, and service impact.

Opmantek's professional services team created an NMIS notifier leveraging the help desk's API to open Tickets.

Schedule automated reports for both internal departments and external clients.

Client portal provided for self service customers.

### The Results



Ticket creation is automated, content is standardized and includes troubleshooting and performance information. Adherence to Service Level Agreements (SLA) is documented and reported on to multiple levels.

Sales team empowered with information to assist with managing and upselling clients. Clients can self-service through the client portal, answering questions without calling customer service or opening a ticket.