

Managed Services Provider Saves Customer Big Money

CUSTOMER STORY

CUSTOMER OVERVIEW //

An MSP that helps organizations optimize telecommunications expenses, manage infrastructure, and improve connectivity.

Transforming Customer Satisfaction

A Managed Services Provider recently integrated Intelitrex into their network operations center. Within just the first two months of utilizing Intelitrex, the company experienced remarkable results, preventing \$25,000 in overage charges for a single customer...which happened to be one of their most significant clients. This achievement was particularly noteworthy because, prior to the introduction of Intelitrex, the MSP was constantly striving to prevent a dissatisfied customer from leaving due to frustrations over time to repair issues. They were at risk of losing a piece of business that would have had serious ramifications.



The implementation of Intelitrex transformed the MSP's ability to manage their customer's network performance. The platform provided enhanced visibility into network activities and offered extensive intelligence on monitored hosts. This newfound clarity allowed the MSP to significantly reduce their Mean Time to Repair (MTTR) by quickly identifying and addressing network issues. The immediate impact of these improvements was evident in the substantial cost savings realized through the prevention of cellular overages.

The integration of Intelitrex not only enhanced the MSP's operational efficiency but also played a crucial role in improving customer satisfaction. By delivering tangible cost savings and demonstrating a clear commitment to better service, the MSP restored the customer's confidence and loyalty. This success story highlights the powerful benefits of Intelitrex in providing superior network performance management and fostering stronger, more resilient customer relationships.



If you're experiencing similar customer experience issues, we can help. Reach out to us at sales@intelitrex.com, and let's talk.



Ready to take the next step? Let's connect.

General inquiries

info@intelitrex.com

Sales inquiries

sales@intelitrex.com