

# MSP Gains New Insights and Boosts Profitability

CUSTOMER STORY

## THE PROBLEM //

The MSP was using a nationally-recognized network performance management platform, yet it was costly, too-often-inaccurate in its telemetry reporting, and lacked the integration capabilities most modern networked devices require.

Furthermore, there was not enough data available to get to the root cause of issues as quickly as possible. This combined with the fact that support was not always readily available, both for software issues and for general assistance, made the software less than ideal, to say the least.

To summarize, the MSP was overpaying for an overly bloated and inefficient solution.

## OUR SOLUTION //

The MSP leveraged Intellitrex, a unified WAN optimization engine, to deal with these challenges. Intellitrex is a Managed SaaS platform, enabling customization of integrations, API calls, queries, polling operations, and others. Cookie cutter doesn't work; companies have unique aspects to their businesses, and Intellitrex helps to meet those needs.

Intellitrex provided the MSP what we provide all MSPs: a tailored solution that is network monitoring simplified that immediately boosted their profitability.

## CUSTOMER OVERVIEW //

Located on the west coast, the MSP is a global leader in fully managed SD-WAN solutions, also providing transport, data, and voice services to provide customers with a single point of contact for their technology needs.

## INDUSTRIES SERVED //

Retail | Auto | Healthcare | QSR  
Banking | Transportation  
+ many others

## LOCATIONS //

5,000+

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## THE RESULTS + BENEFITS //

As a result of implementing Intelitrex, the MSP experienced:

- Immediate increase in profitability due to significant reduction in platform cost
- Deeper insights into performance issues, enabling quicker time to resolve
- New integrations
- Customized operations
- Operational support when and as needed



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

### General inquiries

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