

# How an MSP uses Intelitrex to Increase Value to Customers and Improve Employee Experience

CUSTOMER STORY

## The Problem //

Previously, the MSP relied on a combination of off-the-shelf monitoring software and OEM portals to manage network connectivity and control telecom expenses. Unfortunately, these tools lacked a unified dashboard, leading to operational inefficiencies. The helpdesk team faced alert fatigue, struggling to address customer issues promptly amidst a flood of notifications.

## Our Solution //

Recognizing the need for a comprehensive solution, the MSP partnered with Intelitrex to tailor a solution to their unique requirements. By leveraging Intelitrex, the MSP gained unparalleled observability, ensuring that actionable information reached the right team to expedite issue resolution.

- Intelitrex reduced the volume of tickets created and eliminated overwhelming ticket floods experienced with their prior network monitoring tool. This allowed the MSP to proactively solve issues and significantly reduce mean time to resolution (MTTR).
- With Intelitrex, the MSP could identify cellular performance and usage at locations using LTE. Armed with this information, they could effectively address issues and minimize costly overage fees before they became problematic.
- Through chronic reporting, Intelitrex identified locations with recurring issues, allowing the MSP to tackle the root causes and mitigate location-based performance issues.

## CUSTOMER OVERVIEW //

The Managed Services Provider (MSP) is outcome-driven with a mission to empower enterprises and multi-location businesses to take control of their wireless and wireline telecom connectivity expenses and IT/Telecom infrastructure and provide critical cybersecurity measures to keep corporate data and devices safe.

## INDUSTRIES SERVED //

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## LOCATIONS //

**30,000+**



## The Results + Benefits //

The adoption of Intelitrex yielded remarkable outcomes for the MSP and their customers:

70%

Ticket reduction

75%

MTTR reduced by 75%  
to less than 4 hours

10x

Improvement in  
Customer Satisfaction

\$250k

Reduction in  
overage charges



"Intelitrex has been a blessing; it helps improve our clients' experiences and reduces friction between our ops teams by providing visibility and intelligence into our customer networks. Intelitrex' hyper focus on solving our business problem, coupled with their exceptional people, has allowed us to create additional value for our customers."

— Executive Vice President of Technology  
at Managed Services Provider



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

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