CASE STUDY InfoCloud

IT Service Provision – Support and Assistance

INFOCLOUD IT SERVICES PVT LTD

Centralising and streamlining a support and assistance infrastructure while maintaining compliance and security.

CLIENT OVERVIEW

- **Sector:** IT Services – Remote Support and Assistance
- **Client:** InfoCloud IT Services Pvt Ltd
- **Need:** Centralized and scalable remote assistance infrastructure
- **Challenge:** Disparate set-up, outdated tools and performance issues.
- **Solution:** TSplus Remote Support

KEY STATS

- **100** concurrent **users**
- **5 regions**: India, Middle east, Southeast Asia, Europe and USA
- **1 year** as TSplus client

TSPLUS AT A GLANCE

- TSplus was founded in **2007**
- **5,000 resellers** worldwide
- **4 innovative products**
- Rated **4.8/5** by users
- **500,000 clients** across industries

TSplus is up to 80% more affordable than traditional remote solutions, making it ideal for businesses looking to optimize their IT budget without sacrificing quality or security.

SUMMARY

InfoCloud IT Services faced a critical challenge in ensuring seamless and secure access for support agents to their clients' PCs. The support team needed a centralized system allowing quick troubleshooting and assistance while maintaining security and compliance.

ABOUT INFOCLOUD

InfoCloud IT Services Pvt Ltd is an Indian company specializing in remote IT service provision and infrastructure including assistance and support. Based in India (3 locations) & Dubai, InfoCloud's expert team provide their clients with professional high grade remote and on-premises troubleshooting and assistance. Their challenges included fragmented and inefficient existing systems, making it difficult for support agents to provide seamless and timely assistance.

CHALLENGES AND REQUIREMENTS

Prior to implementing TSplus Remote Support, InfoCloud relied on multiple disjointed tools which failed to meet the requirements of modern remote support. These challenges included:

- **Lack of a centralized**, easy-to-manage remote access **platform**.
- **Security vulnerabilities** due to outdated tools.
- **Scalability issues** affecting performance and user experience.
- **Complex deployment procedures** leading to delays and inefficiencies.

Key requirements:

- **Centralisation** and **ease-of-use**
- **High security standards**
- **Cost saving** and **scalable**

TSplus.net

TESTIMONIAL

"TSplus Remote Support is a great tool and helped us grow our customer accounts. Remote Support also provides a personalized support experience and great speed."

— **Anil Pujari, CISO & Technical Head, InfoCloud Global**

CASE IN ACTION

InfoCloud required a secure, unified and efficient remote support solution to enhance client support services. TSplus India provided a robust toolset in the form of Remote Support, which transformed InfoCloud's approach by enabling secure, high-performance remote access with tailored features and enterprise-grade security.

★★★★★
4.8 out of 5

Trustpilot
★★★★★
4.7 out of 5

THE TSPLUS SOLUTION

TSplus India applied its Remote Support solution, effectively addressing InfoCloud's challenges through:

- **Streamlined Access Management**: Quick, hassle-free installation took minimal setup time. Intuitive user interface allowed support agents to connect to client PCs effortlessly. Relay Server-based access superseded complex VPN setups.
- **Robust Security Features**: Two-Factor Authentication (2FA) enhanced security, preventing unauthorized access. End-to-End Encryption ensure secure data transmission between support agents and client systems. Session Recording & Logs improve compliance and accountability.
- **Scalability and High Performance**: The set-up runs up to 100 concurrent performant connections. It optimizes bandwidth usage for smooth remote sessions. Customizable settings meet InfoCloud's evolving business needs.

RESULTS

Implementing TSplus Remote Support Solution yielded significant operational improvements for InfoCloud IT Services Pvt Ltd:

- **Increased Efficiency**: Support agents could quickly diagnose and resolve client issues, reducing downtime.
- **Enhanced Security**: Strengthened data protection measures, minimizing cybersecurity risks.
- **Improved Client Satisfaction**: Faster response times and seamless support delivery exceeded client expectations.
- **Cost Savings**: Eliminated the need for expensive third-party remote access tools.

CONCLUSION

By integrating TSplus Remote Support, InfoCloud IT Services Pvt Ltd successfully overhauled its remote support operations, ensuring secure, scalable and efficient service delivery. The seamless implementation and robust features of TSplus have empowered InfoCloud to provide top-tier remote support, reinforcing their position as a trusted IT service provider in India and Dubai.

START YOUR FREE TRIAL TODAY!

Need TSplus Remote Support?

Download the free trial on TSplus.net or contact us to discuss your needs.