inbay

INTRODUCING INBAY

OUR RESOURCE AND EXPERTISE FITTING INTO YOUR ORGANISATION

Inbay is increasingly the NOC and Service Desk partner of choice for managed services providers (MSPs) looking to extend the services they offer clients and build recurring revenue.

With a growing team of skilled support staff responsible for an established base of MSP partners and thousands of users and devices globally, we have the resources and experience necessary to take over the essential day-to-day tasks required to keep your service levels high and your customers happy. You benefit from predictable, flexible costs and the ability to focus on building recurring revenue and delivering high-value 'trusted advisor' services to your clients.

Our credentials

First-hand understanding of the MSP market
We began our journey as a break-fix IT support provider in 2002, making the transition to MSP over the next several years and eventually selling our MSP business in 2015. As we've 'been there and done it', we understand the challenges that MSPs face today.

This puts us in a unique position in the NOC marketplace.

International operation
Operating internationally from headquarters in London and technical delivery centres in Sri Lanka and North America we offer flexible support in-hours, out-of-hours or 24/7.

Sole focus on white-labelled NOC and Service Desk for MSPs
We focus on providing quality wraparound services – not selling monitoring and management tools. Our sole aim is to provide the highest quality NOC, Service Desk and project services at a price that enables you to retain a healthy margin.

MSPs partner with us for many different reasons

To grow sales and build recurring revenue
We focus on delivering the core MSP services – NOC and Service Desk, so you can concentrate on building recurring revenue, fulfilling the role of trusted advisor and 'delighting' your customers with an exceptional user experience in the process.

"Since working with Inbay to extend our NOC services, it's been very reassuring to know that a team of experts is diligently watching over our systems 24x7; whilst ensuring we maintain the best possible SLAs that our clients have come to expect."
Ian Lockwood, Commercial Director,
Taylor Made Computer Services, Fareham, UK

To scale the business cost effectively
We ensure that as you grow, you can continue to offer high levels of service for your core NOC and Service Desk – while remaining competitive and profitable.

To deploy resources more profitably
By offloading the day-to-day grind to us, your highly skilled engineers can be deployed to high-revenue, high-profit areas – and on to developing client relationships; a change that should improve both staff and customer retention.

"Inbay is taking on more and more of the day to day grind freeing up our own engineers to do more profitable value-add work for clients."
Steve Ross, Managing Director, Shackleton IT, Dundee, UK

To benefit from predictable costs
We offer a pay-as-you-grow approach for a cost-effective business model, and predictable, controlled OPEX.

"Any way I can expand my MSP services but not take on significant variable cost is good. Partnering where you can control quality and meet your business objectives successfully is very desirable and I've been able to accomplish that by partnering with Inbay."
Ray Szpiech, Vice-President of Enterprise Networking & Security
SunTel Services, Michigan, USA

To offer extended services
You may need to offer an out-of-hours or 24/7 reactive solution, but are struggling to deliver this in-house. Or you may want to run scheduled maintenance tasks out of hours to minimise disruption to your clients, whilst delivering true 'always on' network monitoring round the clock. We have everything in place to take on extended hours support for your clients quickly and flexibly.

"Inbay put in a lot of attention and care to the onboarding process so it was a great experience for us. They were very operationally mature – an all-round great experience."
**Eric Rockwell,** President & CIO, centrexIT, San Diego, USA

To help win new business
You can rely on our project specialists to help you to tender, win and deliver new projects and services – particularly for bigger clients and more complex projects.

"Whenever we quote for a high-level project or tender for a new contract we partner with Inbay to provide us with the additional skill set we need in the background. We have been able to target much larger businesses and more complex projects than if we had approached it alone."
Toby Sillett, Managing Director, Onsite Technologies, London, UK
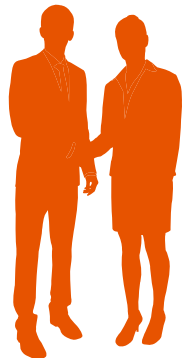
How it works

The core services we offer are:
› Network Operations Centre (NOC)
› Service Desk
› Project services

NOC and Service Desk are offered across any time zone, in-hours, out-of-hours or 24/7. Our flexible approach means that you can select any mix of these for different clients and purposes.

Network Operation Centre (NOC)

Our standard NOC services are provided by a dedicated team, staffed by level 2 and level 3 engineers. They cover server and infrastructure support, focussing on the three key areas vital to keep your clients' IT infrastructure running smoothly:
› Monitoring and remediation
› Preventive maintenance
› Root cause analysis (RCA)

We also offer a monitoring and triage only service, whereby we monitor agreed devices and environments and triage alerts according to severity. We then escalate issues back to your team or the relevant vendor for remediation based on severity and urgency.

NOC services are offered for servers, workstations (both physical and virtual), network and mobile devices.

Service Desk

Our service desk provides end user level technical support and is staffed by highly trained native English speaking Level 2 engineers based in North America. We average 85% First Contact Resolution (FCR) and our aim is to get your end users up and running as quickly as possible.

We cover Windows PCs, Apple Macs, laptops, mobile devices, printers and other peripherals. Support includes diagnosis, troubleshooting and application deployment.

You can reduce the strain on your own teams by engaging our experienced certified engineers as front-line response – as overflow during business hours, to provide service out-of-hours, or for full 24/7 coverage.

Project Services

You can use our engineering team to fill skills gaps and access additional technical resources as and when you need them.

Projects typically include:
› MS Exchange server deployment
› MS Office 365 migration
› Active Directory deployment
› Virtualisation projects

"I put the success of the project down to Inbay's technical expertise, combined with excellent project management.**"**
Steve Martel, Senior Vice-President of Services, Winxnet, Portland, Maine, USA.

Why Inbay?

NOC and Service Desk are our core business. We have made a significant investment in these areas so you don't have to.

As an Inbay partner, you will benefit from:

Flexible services that fit your needs

Recognising that you need to flex to meet changing circumstances and client needs, we offer a flexible contract with the ability to add and remove services at any time. You can 'mix and match' services across your entire client base, or start with one service or client and build up incrementally.

Cost-effective services that help you grow profitably

We will take time to understand how you currently deliver your services; then we'll work with you to map our services to your own, so you can see clearly what your total cost of delivery will be.

Increased customer satisfaction through consistently achieved SLAs

We consistently meet our service level agreements (SLAs) and we'll match yours too. You can expect a commitment to deliver a high-quality, efficient and proactive service, provided by specialists, who will work closely with your own technical team. Our account managers are tasked with ensuring we exceed your expectations every step of the way.

Rapid, efficient onboarding

Our dedicated onboarding team works with you to get your clients up and running on our system quickly and seamlessly.

Focus on security

We are ISO 27001 and PCI compliant and act as a Business Associate for HIPAA compliancy purposes. We review our data protection and compliancy policies on an ongoing basis, including our compliance with EU Regulations such as the General Data Protection Regulation (GDPR) and US-EU agreements such as Privacy Shield.

A like-minded team who really understand how an MSP works

We've been there, done it and got the MSP t-shirt! We understand the day to day challenges that you face. We're not just another vendor interested in selling you product. Our services are specifically designed to help you to build your business and deliver extended services – seamlessly.

Commitment

ABOUT INBAY

Providing exceptional service to our partners' clients is our number one priority. Inbay has been providing specialist IT support since 2003, first as an MSP and now as a trusted partner to MSPs on an international basis.

We have built a reputation for helping our partners grow their managed services businesses by providing the highest quality service desk, NOC and project services at a fair price.

Operating from our headquarters in London, we offer MSPs 24/7 support to complement and extend their own resources, enabling them to scale cost effectively and drive profitable growth.

For more information, please visit:

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