



inbay[®]

PROJECT SERVICES

**SEVEN REASONS WHY IT MAKES SENSE
TO USE INBAY FOR YOUR PROJECTS**



See how you can expand the services you offer clients by tapping into our range of specialist skills to plug expertise and resource gaps.

1. Affordable alternative to full-time hiring

The cost of and problems associated with recruiting and retaining the right technical people to meet your needs has been widely voiced by MSPs. And when it comes to client project work, it's just not feasible to employ full-time staff to cover every skill you may potentially need.

That's why it makes sense to let us make that investment, so you can access our pool of resources to plug expertise and resource gaps – with no long-term commitment.

“We engaged Inbay's project team to carry out an email migration project for our biggest managed services client. From project start to finish, the team performed efficient tasks based on a scope of work we provided. We received constant communication throughout and could not have asked for a better complement to our engineering team. We look forward to using their services again soon.”

Robert M. Carr, Manager of Network Services, SunTel, USA



2. Offer a broader range of services

With access to our extensive skills base and project experience you can strengthen the relationship with your clients by increasing the range of projects you can offer. Plus, you can do this without overloading your own technicians.

Our engineers will take on the whole project for you – or work alongside your people.

“We have successfully worked with Inbay on a number of projects – anything from help to clean up our internal systems to setting up backups for our clients. Some projects were delivered entirely by their team – others were jointly delivered with our own engineers. The engineers are skilful and well managed, and complement our internal team. Working with Inbay has given us the confidence to take on more work and deliver larger projects than we could otherwise.”

Adam Warren, Managing Director, Tandem Systems, UK

3. Complete more projects, more quickly

Make project backlog a thing of the past.

Using our resources you can ramp up the number of projects you can handle at any one time. This is good for revenues – and good for customer satisfaction too.

Plus, our project services are affordably priced – so you don't have to sacrifice your margins.

“We leverage Inbay's professional services when our vCIO team sells a backlog of project hours that our internal pro services team can't bill within 30 days. This allows my company to both capture and realize the revenue faster, rather than having it sit in a backlog that won't help move the needle for the month – or possibly even the quarter it was sold in. We also improve our client satisfaction by completing projects and initiatives quickly. Inbay's mature delivery processes and 24/7 professional service team allows us to complete these projects on budget and on time, with minimal internal project management time, expense and post-cut defects.”

Eric Rockwell, President, centrexIT, USA

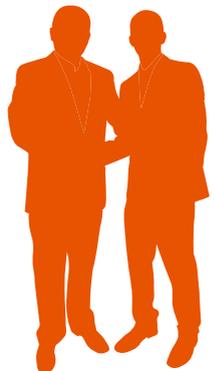
4. Free up your technicians for higher value activities

Let us take on the routine but essential projects so your technical teams can be redeployed on to higher value work or can spend more time in the invaluable role of trusted adviser to your customers.

5. Benefit from minimum disruption – for you and your clients

We work while you sleep.

We are a 24/7 operation so we can work on your projects outside of normal business hours to ensure less disruption to your clients – and to your own business.



6. Preserve your competitive advantage

Make use of our expertise and resources so you never need to turn away or delay commissions and risk losing out on high-margin project work.



“Inbay partnered well with us, keeping us abreast of project status through regular meetings and project status reports. We found the Inbay team professional, diligent and flexible regarding our requirements. The project was completed within the agreed schedule – indeed with a few days to spare. I put the success of the project down to Inbay’s technical expertise, combined with excellent project management that ensured team members remained on task with the defined project plan and milestones.”

Steve Martel, Senior Vice-President of Services, Winxnet, USA

7. A risk-free option

Not only can we give you access to qualified and knowledgeable technicians, but you can also have confidence in our excellent project management skills and the robust processes we have in place to ensure that all our projects have a successful outcome – and that they come in on time and on budget.

And while we are happy to manage the entire project, we always work with your team and keep them up to date with status and outcomes.

“Inbay carried out a full optimisation project for Rock IT. It was especially well managed. We were kept informed and up to date throughout all phases of the project, both from the account and operational level.

We found working with the projects team particularly straightforward. Supporting documentation was concise and easy to understand, whilst the expertise and product knowledge demonstrated by the Inbay projects team was exemplary.”

Lucas Hofmann, Operations Director, Rock IT, Australia

Typical projects

Although it’s difficult to define a ‘typical’ project we regularly carry out project work in the following areas, often out-of-hours, to mitigate the effects on end-users:

- › Office 365 migration
- › MS Windows server deployment and migration
- › Active directory deployment and migration
- › MS Exchange server deployment and migration
- › Virtualisation projects (VMware, Citrix, Hyper-V)
- › Back-up and storage, device configuration or migration
- › End-user profile migration

The above is just a small selection of the type of work that we can undertake. If you have a particular project in mind or need specific help just get in touch and we’ll see if we can help.

To find out more contact one of our partner specialists and find out how we can help get your next project off the ground.

 www.inbay.co.uk

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:

 www.inbay.co.uk

Head office (UK/EMEA Sales)
London, United Kingdom
45 Broadwick Street
London W1F 9QW

Telephone
+44 (0)20 3435 6435

Asia Pacific Sales
Sydney, Australia
Level 14, 309 Kent Street
Sydney NSW 2000

Telephone
+61 (02) 8320 7172

North American Sales
United States

Telephone
+1 888 968 8414