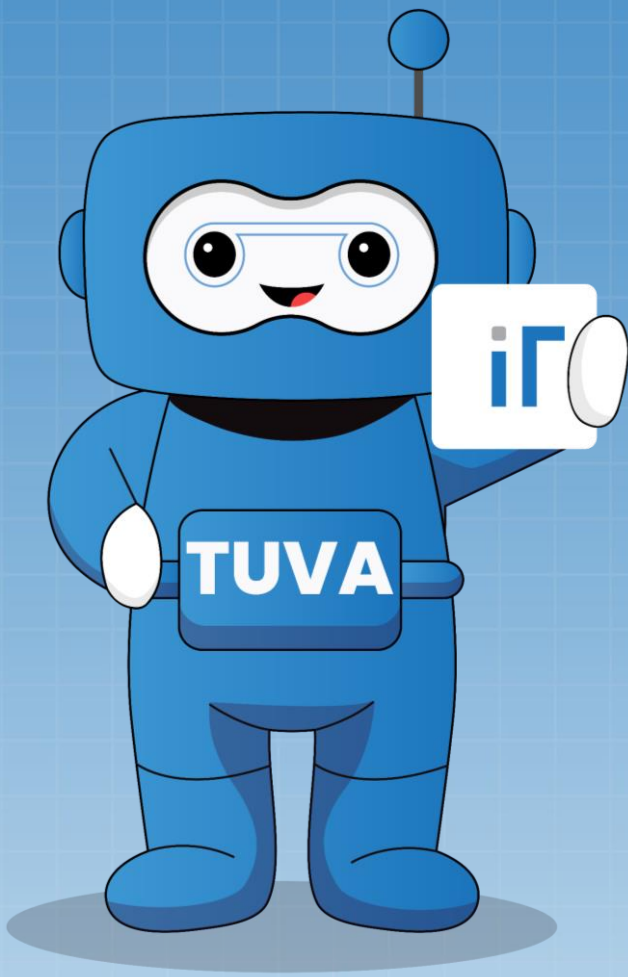


vTech Solution Inc.

Success Story



5000+

Each IT support ticket addressed in less than 10 secs.

16,000+

Productive hours saved with streamlined workflows and automation

400+

Employees supported 24/7 in 10+ different languages.

About vTech Solution Inc.

"Industry leaders in IT MSP and Cloud Computing"

vTech Solution, an IT firm based in Washington, DC, specializes in cloud computing and professional services. With over 15 years of experience, vTech focuses on solving clients' business problems while maintaining exceptional quality.

With extensive experience in both the government and commercial sectors, vTech provides cloud assessment, optimized infrastructure support, security services, AI and digital solutions. With extensive industry expertise and dedicated resources, the company provides on-premises and remote support for a variety of industries.

With development centers in foreign countries and India, vTech collaborates with leaders in mobility and adapts to the evolving ecosystem. Their track record in their services, provides technology leaders with peace of mind, as vTech continues to save clients millions in costs and reduce time to market.

- 01 ● Founded
2002
- 02 ● Industry
IT MSP
- 03 ● Region
Washington DC, USA
- 04 ● Service Segment
Govt. & Commercial

Challenges

- Struggling to reduce long waiting periods for recurring technical issues.
- Unable to address the constant increase in IT Support costs.
- Insufficient security safeguards when developing automated workflows.

Expectations

- Solution that provides employees with 24/7 self-service support.
- Need a solution that can Automate L1 and L2 queries so IT support can focus on business strategies & complex issues only.
- To keep robust security standards while implementing automation.

Outcome

- Implemented a 24x7 self-serve solution for employees that enabled them to resolve IT issues anytime, anywhere.
- With Tuva IT's automated L1-L2 IT Support, IT Support costs have been reduced by 60%.
- Implemented automation while maintaining robust security standards.



Our employees resolved 41% of IT Level-1 issues within 3 to 5 seconds with Turabit's Tuva IT, which increased employee productivity and reduced IT support needs by 21%.

Kartik Hirpara
Director IT Services, vTech

Achieving growth for vTech Solution!

- vTech Solution has significantly improved efficiency and streamlined operations by implementing Tuva IT's modules for Software Management, Performance Management, User Management, and Email & DL Management.
- By automating tasks like performance tuning, troubleshooting, and upgrade need predictions, Performance Management ensures optimal system performance. As a result, vTech Solution has seen a 21% enhancement in IT system reliability.
- Moreover, Email & DL Management streamlines communication through bulk operations for email and group management. Analytics indicate a 22% boost in employee productivity. vTech Solution's favorable experience, supported by industry data, underscores the value of Tuva IT in optimizing organizational workflows.
- vTech Solution benefits greatly from software management, enabling efficient handling of software-related tasks and boosting productivity. Consequently, they have observed a rise in employee satisfaction attributed to effective software management practices.
- Automating user creation, group policy management, and related processes, User Management simplifies administrative tasks. vTech Solution's integration of User Management indicates a 37% decrease in IT administrative overhead.

Key integrations



IT transformation without compromise

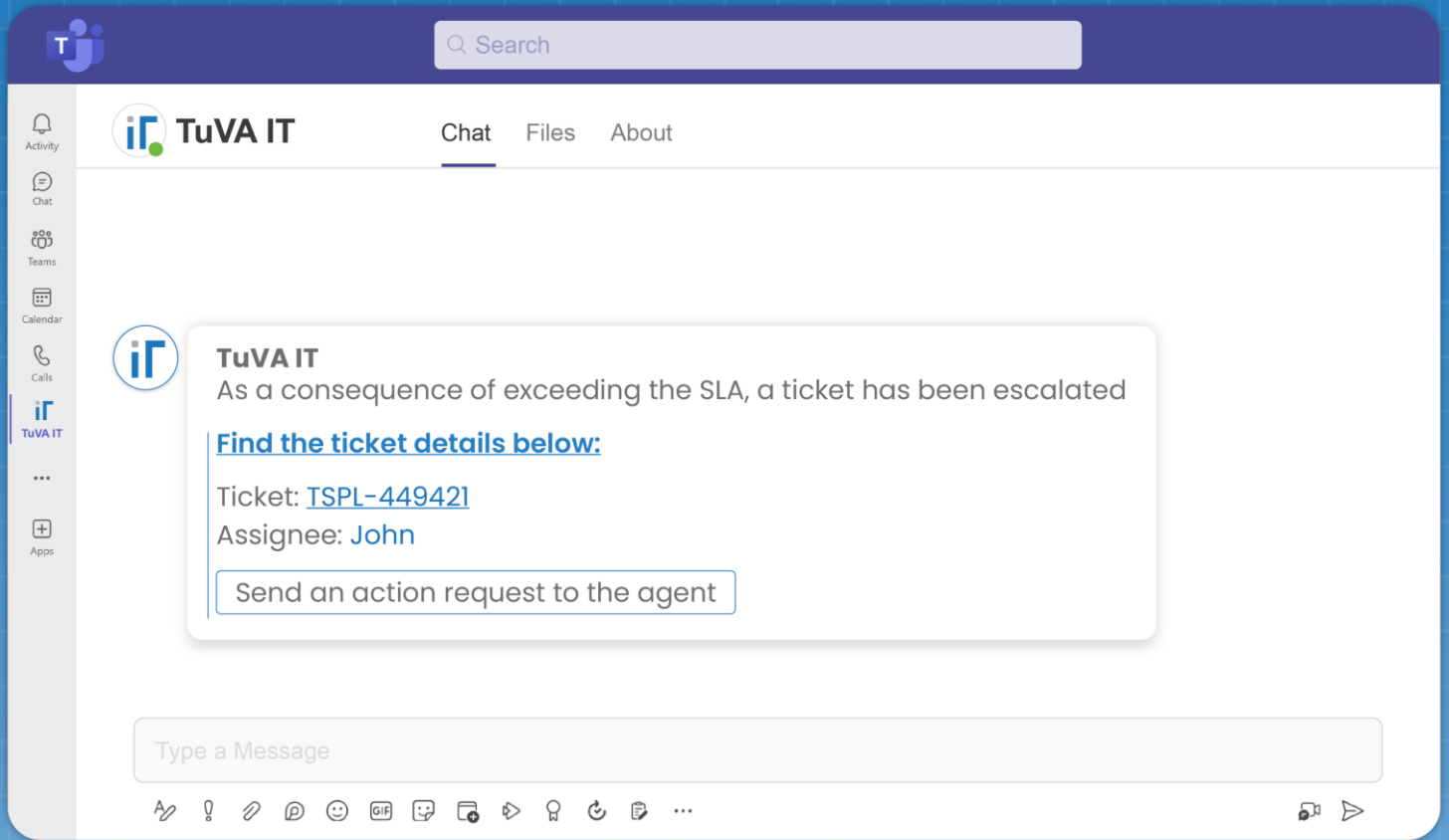
"Our focus is on boosting employee motivation for growth and enhancing their experiences," – Kartik emphasized.

In the complex landscape of rapid global expansion, Kartik Hirpara, vTech Solution's Director of IT Services noticed the hindrance caused by outdated IT systems to his team's efficiency. Overcoming this challenge demanded a thorough reevaluation of support mechanisms.


Automation emerged as the pivotal solution, as Kartik aimed to expedite internal support through AI, aligning with the company's objective of optimizing operations and reducing costs.


○ Solution Overview


Our solution integrates Omni-channel communication, Multilingual support, a robust Knowledge Base, and around-the-clock self-service functionality to meet the dynamic needs of vTech Solution's internal workforce.



 **Channels:** To enhance collaboration and productivity, vTech Solution implements various communication channels such as email, chat, and internal messaging.

 **Integration:** In addition, the integration of Microsoft Teams, Solar Winds, and Outlook made collaboration more efficient and workflows more streamlined.

 **Knowledge base:** With a centralized Knowledge Base, employees can access critical information more quickly, reducing dependency on manual support and improving operational efficiency.

 **Multilingual:** By implementing a multilingual approach, the company was able to achieve greater inclusivity and engagement among its employees anywhere in the world.

Top IT Support tickets resolved by Tuva IT

- ✓ Can't remember my password
- ✓ Need Adobe Acrobat Reader
- ✓ Need to upgrade my plan
- ✓ VPN stopped working