



RESOLUTION IT  
A zenzero COMPANY

CASE STUDY

## Exertis Cloud provided a better customer and reseller experience for Resolution IT

Our quick application of experience and invaluable support helped to resolve migration issues quickly, resolving disruption to the client.

We provided training via Teams, with recordings supplied for those unable to attend, and provided detailed guides to work with once the new Marketplace was in use. Our support was invaluable, and our quick response times meant we could make the migration a seamless process.

## Invaluable support and quick response times

### Overview of Resolution IT

**Company Name:** Resolution IT. **Company Size:** 75-100 staff. **Industry:** MSP With offices in Guernsey, Jersey and Dubai, and people worldwide, Resolution IT serves companies around the globe with innovative IT, cyber security and cloud solutions that streamline and secure their operations, improve their client experience, and grow their business.

[www.resolutionit.com](http://www.resolutionit.com)

#### Resolution IT goals

- Resolution IT had the challenge of migrating from VIP portal to Marketplace and required training, support and user guidance.
- A transfer of licenses from another reseller was failing and the client had lost the use of their licenses for more than 50 users which was causing them major disruption.
- They needed to discuss the best way to onboard a new client with a large number of licenses.

#### Our solutions

- ✓ We provided training via Teams with recording supplied for those unable to attend training call and provided detailed guide to work with once new Marketplace in use. We provided invaluable support with quick response times that made the migration a seamless process.
- ✓ Our team were very quick to jump in and apply our experience and support to assist to resolve the issue very quickly, thus reducing and resolving disruption to the client.
- ✓ Exertis Cloud advised the quickest / best way to complete the transfer and all information required to complete the process seamlessly.

#### Benefits of Exertis:



##### People

A specialist team of real, UK-based people supports you strategically and operationally 24/7 - no unmanaged accounts or offshore support.



##### Platform

A #1 platform experience that will save you time, energy, and money with automated billing, native integrations and bespoke reporting.



##### Profitability

We offer enablement designed to help you grow including training workshops, rebate support, lead gen campaigns, free health checks, 365 optimisation, and more.



Exertis Cloud are truly willing to listen to scenarios, provide insight, support and solutions. They are undoubtedly a team that are dedicated to providing a high level of service. A friendly bunch too. The marketplace is an easy portal to learn, navigate and use. It means we can get the licenses in place and in use by our clients quickly and efficiently.

**Frances Le Marchant**  
Procurement Lead, Resolution IT