Race to victory with Troubleshooter

Welcome to Troubleshooter! Here, we redefine the race for success. Just like in Formula 1, having the best car isn't enough; it's the precision and speed of a seamlessly orchestrated pit crew that make the difference. At Troubleshooter, we're your IT pit crew, swiftly managing challenges with the precision of a pit stop.
In the complex race of IT solutions, Troubleshooter stands out as the team that not only crosses the finish line but sets new records in enhancing lives through compassionate tech support.
Our competencies rev up in the field of Information Technology, delivering a performance that outpaces the competition.
Join us on the IT circuit, where we turn challenges into opportunities, setting the pace for a victorious journey.

Our Pit Crew Dynamics

100+ Partners
in the Race

We are trusted by over 100 customers spread across the tracks of Sri Lanka, Australia, the United States, Spain, and Austria. Our global clientele is a testament to our ability to maneuver the diverse terrains of IT solutions.

Navigating 5,000 Successful Pit Stops

With expertise as our compass, Troubleshooter has seamlessly resolved over 5,000 support tickets. Each resolution represents a successful pit stop, ensuring our clients' IT vehicles are back on the track with minimal downtime.

20+ Engineers
in Our Pit Crew

Our team of over 20 skilled support engineers forms the core of our pit crew. These experts are dedicated to fine-tuning your IT engines, ensuring optimal performance and a smooth race.

30+ Tech Allies
in the Pit Lane

Collaborating with over 30 technology vendors, Troubleshooter orchestrates strategic pit stops. Much like a well-coordinated Formula 1 team, we integrate the best solutions to keep your IT racecar ahead of the competition.

Global Track Management

Troubleshooter is not confined to a single track. We manage over 80 M365 environments, control over 50 firewalls, steer through 50 Azure environments, and navigate 80 Active Directory environments. Each one is a meticulously managed racing machine, ensuring a winning performance.

Our Pit Stop Solutions

#1. Managed Service Desk

Harness the power of Troubleshooter's complete managed service desk solution. This offering not only streamlines communication but also enhances IT services, supports user mobility, and reduces operational costs. Your IT journey is in capable hands with our strategic service desk.

Technical Resource Management
Save time and costs associated with recruiting and retaining trained staff for IT service support. Troubleshooter takes charge by providing and managing the technical staff required to cater to your IT service needs. Unleash the potential of your IT operations without the hassle.

Systems and Tools Integration
Running a smooth IT service support operation requires multiple systems and tools. Troubleshooter seamlessly integrates ticketing systems, secure remote connection tools, and patch update utilities to maintain and manage IT. Elevate your IT infrastructure with the right tools, all managed by Troubleshooter.

Processes for Effective IT Support
Efficiency is the backbone of our IT service support operation. Our experienced team has developed processes ensuring high-quality IT service delivery to your employees. Troubleshooter's solution guarantees the implementation and consistent practice of these processes from the very beginning.

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#2. IT Maintenance Services (AMCs)

Troubleshooter offers maintenance services covering remote and onsite technical support, warranty renewals, and troubleshooting. Our annual maintenance contracts span various technology areas, ensuring your networking, information security, servers, storage, backup and more are well-maintained.

#3. Islandwide Branch Office Maintenance Support

Ensure smooth branch office operations with Troubleshooter's regional field engineers. Our support covers PCs/laptops, network devices, printers/scanners, CCTV, and access control devices. Periodic preventive maintenance minimizes breakdowns, while regional engineers expedite issue resolution.

#4. Business Appliances

Troubleshooter provides business technology appliances from leading global vendors. Our technical support goes beyond providing devices; it includes on-site assistance, spare devices during breakdowns, and overall support for purchased devices. From PCs/laptops to POS appliances, we've got you covered.

#5. Streamlined System Integration Solutions

At Troubleshooter, we seamlessly integrate cutting-edge technologies from the world's leading vendors to elevate your IT experience. Our System Integration Solutions come with 24x7 technical support, ensuring you harness the best-of-breed technologies effortlessly.

Microsoft Solutions

- **Modern Workplace:** *Elevate collaboration with Office 365.*
- **Microsoft Azure:** *Leverage the power of cloud computing.*
- **Windows Server Based Solutions:** *DNS, NPS, NLB, Failover Clusters, and more.*
- **Active Directory Implementations, Migrations:** *Navigate seamlessly through your directory needs.*
- **Microsoft Exchange:** *Ensure efficient email communication.*

Information Security Solutions:

- **Network Firewall:** *Fortify your network perimeter, DC perimeter, and Cloud infrastructure with next-gen firewalls featuring IPS, antivirus, web-filtering, URL filtering, application control, and link load balancing.*
- **E-mail Security:** *Safeguard against threats, data theft, and high-risk user behavior with intelligent and complete email security.*
- **Web Application Firewall:** *Protect applications and microservices with adaptive web application security against evolving threats.*
- **Next Generation Anti-Virus:** *AI-powered endpoint security covering online and offline threats with threat intelligence data, USB device control, and sandboxing.*

Infrastructure Solutions

- **Servers:** *Choose from industry-leading servers catering to entry-level to enterprise-level computing requirements, including tower, rack, bladed, hyper-converged, and energy-efficient servers.*
- **Storage and Backup:** *Opt for powerful, flexible, and scalable storage and backup systems to meet the increasing demand for data storage, from hybrid cloud environments to entry-level and scalable storage requirements.*
- **Virtualization:** *Embrace server virtualization solutions for increased agility, flexibility, scalability, and significant cost savings in on-premises primary data centers and DR facilities.*
- **Uninterrupted Power Supply (UPS):** *Ensure consistent and reliable connectivity with tower and rack-mountable UPS solutions for computer, network, and data center facilities.*

Our
Core Team

Virad Fernando
Co-founder / Chief Technology Officer

Virad, a seasoned application engineer and senior vice president at the Bank of New York, USA, brings a wealth of experience from his work on large enterprise application projects in Fortune 500 companies such as Covance, Hawai Medical Association, QTC, and Lockheed Martin. His expertise in managing global-scale technical teams forms the cornerstone of Troubleshooter's support architecture. As CTO, Virad provides technical leadership, establishing global best practices and incorporating cutting-edge technologies.

TEAM PRINCIPAL

Micheal Buventura

Co-founder / Chief Technology Advocate

Michael, a seasoned technology advocate with a two-decade career working for companies like Bank of America, Bristol-Myers Squibb, Pega Systems, American Express, Ford Motor Company, and Time Warner Inc. At Troubleshooter, Michael plays a crucial role in educating customers about overcoming challenges when deploying enterprise-scale systems and navigating new trends and use cases in technology.

TECHNICAL DIRECTOR

Ryan Fernando

Co-founder / Chief Executive Officer

With over a decade of experience in the IT industry and a background working with leading technology brands such as Microsoft, Cisco, Palo Alto, and Sophos, Ryan is an experienced professional. Before co-founding Troubleshooter, he served at Nable, Lankacom, and Debug, catering to corporate customers in Telecommunication, Banking and Financial Services, Manufacturing, and Retail. As CEO, Ryan provides overall leadership, directly overseeing customer relationship management, marketing, and finance.

RACE STRATEGIST

Navinda Yatawara

Director - Solutions

Navinda, a seasoned IT professional with over 12 years of experience, has a substantial career at N-Able, focusing on Microsoft-based infrastructure technologies and cloud technologies. His expertise covers planning, project execution, and support services for local and overseas customers. Navinda leads solutions and technical support teams at Troubleshooter, providing them with technical supervision and guidance.

RACE ENGINEER

Manuja Kelegama
Director - Branding & Behavioral Science

An award-winning advertising professional specializing in sociology and behavioral science, Manuja has received recognition both locally and internationally for creative work with brands like Dell, Sony, and Samsung. At Troubleshooter, Manuja's mission is to implement more human-friendly interactions and processes, bridging the gap between technology and service. He also aims to build a distinguished brand in the technology service space.

Start your race with...

TROUBLE SHOOTER

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