

Leading Global Computer Manufacturer



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The Challenge

One of the world's top Original Equipment Manufacturers (OEMs) of personal computers and servers was enjoying an all-time high in product shipments, revenue, and operating income across their operations worldwide. One of the reasons they were so successful was their cost control model, including constraining the growth of its support infrastructure — which entailed moving its help desk offshore. Because this move was met with a negative customer response, it was more critical than ever for the manufacturer to provide high quality, consistent, and reliable onsite service for their products.

The Solution

In order to be considered as a provider on behalf of this manufacturer, a prospective partner must be cost-effective, reliable, and national — therefore, it was a forgone conclusion that DecisionOne possessed all of these qualities. However, key differentiators included DecisionOne's more than 45 years of experience, dedicated team to develop specialized service programs for the manufacturer, and ability to provide remote and logistics support in addition to onsite repair. Based on the manufacturer's requirements, DecisionOne developed a solution that entailed providing warranty maintenance depot repair for handhelds, laptop, and other products that may not require same or next day servicing; staging, configuration, and installation for wide-scale deployments; and a customized uplifted warranty program for all of their more than 35 million products shipped in 2006. There are two variations to the uplift program that DecisionOne developed and was selected as partner to provide. In one scenario, the customer calls the OEM, the OEM triages, and then dispatches a DecisionOne field engineer who provides the parts, as needed. In a second scenario, the customer calls DecisionOne, who conducts the triage, then dispatches a DecisionOne or OEM tech, according to warranty. Over the past several years that DecisionOne has partnered with this OEM customer, DecisionOne has had the highest customer satisfaction statistics of any of their services partners.

Results

By partnering with DecisionOne to provide onsite and logistic technology support services, our OEM customer was able to achieve the following results:

- Warranty maintenance repair for more than 35 million products shipped in 2006
- All DecisionOne-provided technology support services met the agency's SLAs — with an SLA goal attainment of more than 95%
- DecisionOne customer satisfaction and performance out performed all other partners, obtaining a 96.44% CNT (Certified and Trained) rating and being the only provider to exceed their 95% goal

DecisionOne's stellar customer service rating is why we are increasing their calls as fast as they can scale their services without compromising their customer service excellence. Our customers are in good hands with DecisionOne, and that not only bolsters customer satisfaction, but also generates goodwill towards our company.

—Leading Global
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DecisionOne is a premiere partner to Original Equipment Manufacturers (OEMs), outsourcers, and resellers — delivering technology support services throughout North America. The company's footprint of service locations throughout the U.S. and Canada and centralized support capabilities enable DecisionOne to provide local, reliable, cost-effective solutions that address needs at every point along the technology support lifecycle — from assessment, configuration, installation, and maintenance, to asset removal and disposition.