

# Corporate Help Desk (CHD) Services



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Canadian Inquiries: 800-554-5179  
[www.decisionone.com](http://www.decisionone.com)

## Services Overview

- **Service Desk Infrastructure**
  - Tools and technology standards
  - Toll-free service included
  - Quick turn-up time
  - Shared and dedicated support models utilized
- **End-User Support**
  - Software technical support including: groupware, operating systems, browsers, office productivity
  - Hardware technical support including: desktops, mobile equipment, peripherals, etc.
  - Desktop and LAN environment
  - Call processes and ownership/closure procedures
- **Staff**
  - Knowledgeable staff with variety of hardware and software expertise
  - Tiered staff structure to facilitate the development, usage, and management of intellectual property
  - Accountable and friendly representatives providing shared and dedicated support structures

## Why DecisionOne

- Single source, multi-vendor technology support provider with integrated onsite, remote, and logistics capabilities
- 50+ years experience providing reliable managed service delivery in complex environments to more than 5,000 customers across 745 manufacturers
- Broad geographic reach with 2,500+ DecisionOne W-2 technology professionals throughout the U.S. and Canada
- Scalable, immediate infrastructure capabilities that support strategic partnerships with outsourcers, OEMs, and resellers and their commercial and public sector customers
- Flexible and cost-effective delivery model including hub-based shipping/receiving locations, ISO certified facilities, ITIL-based quality programs, continuous training and certification, and customizable service solutions

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.

Focusing on the support requirements and maintenance of your end-users' workplace environment is critical for both your company's reputation and its bottom line. The folks that answer the phone are a reflection of your company and — like it or not — their ability to resolve your end users' problems will go a long way in forming a positive (or negative) opinion of how your business is run. Best-in-class support means giving your end users — whether they be employees, customers, or partners — access to knowledgeable, helpful, intelligent professionals at convenient times to enable them to perform as productively and efficiently as possible — all without adding extra cost to you. At the end of the day, you need to be able to understand your clients and end users. Let DecisionOne handle the infrastructure support you and your client organizations requires by allowing us to provide a single point of contact for all service inquiries. Our continued focus around the desktop and networking environment speaks to the degree of commitment we have around being an integral part of your sourcing strategies.

## The DecisionOne Solution

DecisionOne's Corporate Help Desk (CHD) Services deliver the variable elements needed to meet complex around-the-clock remote technology support and user contact requirements without costly IT personnel or call center infrastructure investments. By engaging our CHD services, you can easily provide the levels of remote support your employees or customers require delivered by knowledgeable and friendly technical support representatives at a predictable and affordable price.

DecisionOne's solution is designed around providing you with a program that is simple to use and easy to budget into your overall sourcing strategy. Variable elements of the CHD Service include: a scalable and stable contact center infrastructure available on a 24x7 basis; historical and real-time telephony and client relationship management reporting tools accessed via a web portal; support for desktops, laptops, servers, cd, dvd, monitors, OS, office productivity, printers, scanners, groupware, utilities, and more; network and connectivity support including password resets and VPN; and dispatching and scheduling of onsite resources.

## Benefits Delivered

Partnering with DecisionOne to be your single point of contact for national service requests within your IT infrastructure enables you and your company to realize the following benefits:

- Greater visibility into all service requests through a single point of contact
- Improved service delivery attributable to an end-to-end solution combined with complimentary DecisionOne services such as onsite support, advance exchange, and depot services
- Increased resolution rates and reduced onsite support costs with experienced engineers providing remote and local assistance for a variety of products and services around your workplace environment
- Expanded multi-vendor support
- Superior uptime of call center operation and infrastructure

Visit us on the web at [www.decisionone.com](http://www.decisionone.com)