

Desktop to Dialtone™ Services Overview

Delivering reliable and high quality Voice over IP (VoIP) services to the SMB market is a constant challenge to the VoIP Original Equipment Manufacturers (OEM) and Service Provider (VSP). Customers demand cost-competitive pricing and uninterrupted delivery of their mission critical voice service. DecisionOne's award-winning Desktop to Dialtone™ partner program gives VoIP OEMs and VSPs the ability to confidently deliver an affordable portfolio of VoIP lifecycle support services and ensures a positive customer experience.

Readiness Assessment

Our VoIP Site Assessment and VoIP Remote Network Assessment are complementary services that can be conducted jointly or independently. Respectively, they provide a physical inspection of a customer's IT environment, as well as, remote testing to generate synthetic VoIP calls on a network for assessing and benchmarking the network's ability to accommodate a VoIP solution. The resulting deliverable is a single report containing technical documentation of the inspected devices, a VoIP network topology diagram, VoIP bandwidth measurements compared against industry standards, capabilities gap, and a summarized scorecard.

Pick, Pack and Ship

Our Pick, Pack and Ship service is designed to cost effectively inventory, warehouse and ship partner's VoIP-related equipment to customer locations for initial deployment and ongoing maintenance and repair.

Configuration

When paired with Pick, Pack and Ship, we can configure VoIP equipment from inventory according to partner specifications and license agreements. After performing functional testing and addressing installation issues resulting from the testing, coordination with Pick, Pack and Ship service occurs to ensure rapid deployment and consistent device configuration for customer installations, regardless of location.

Equipment Installation

DecisionOne provides an array of installation services including IP Phones, Softphones, IP-PBXs, routers, and switches. Developed to ensure consistent and reliable VoIP equipment deployment, our installation services provide end-to-end management of service delivery including scheduling, ticket management, service escalation and reporting and onsite service to combine successful installation.

Technical Service Desk

DecisionOne's VoIP Technical Service Desk provides specialized remote technical support to end users for IP Phones, Softphones, enduser configuration portals, and wired/wireless headsets, via a toll-free number. Service highlights include basic troubleshooting, diagnosis and assistance with usability, configuration and connectivity of the supported devices. Historical and real-time reporting is also provided.

Advance Exchange

DecisionOne's Advance Exchange service is for any environment where 1) your business technology equipment can afford to wait for next business day repair/replacement, 2) there is limited or no IT support available for your distributed end user workforce, or 3) your business work environment is inflexible to onsite repair during working hours. DecisionOne consigns your inventory and ships the replacement unit directly to your end user, who then returns the non-working unit to DecisionOne – with guaranteed next-day restoration.

Supported Technologies

- IP Phone and Softphone
- IP-PBX
- Routers and Switches

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+ badged technology professional 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 Original Equipment Manufacturers (OEMs), outsourcers, and resellers — servicing commercial enterprises and the public sector by 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 national, reliable, cost-effective IT deployment and support.

Visit us on the web at www.decisionone.com