

# Desktop and Workgroup Services

DecisionOne's lifecycle technology services are designed to support the increasingly complex and costly desktop and workgroup environments. Regardless of the manufacturer, age, location, or function of your technology, DecisionOne can service you locally, reliably, and cost-effectively at your or your customer's premises. Through our multi-vendor, service delivery capability, DecisionOne supports and maintains a wide array of products specializing in tier-one manufacturers. Whether you are an outsourcer, systems integrator, reseller or integrator, we can partner with you to configure our desktop technology support services to complement your service portfolio and delivery model.

## Managed Desktop Service

Managed Desktop Service (MDS) is a predictable, cost-contained approach to fully managing your complex desktop support requirements without costly IT personnel or infrastructure investments. This service provides telephone technical support, diagnostic triage, and onsite support and repair to users in your corporate, remote, and home office environments — regardless of warranty status, system configuration, or age. Service highlights include remote technical support, IMAC services, rollouts, deployments, maintenance, and the flexibility to add other DecisionOne services as needed.

## Desktop Maintenance

Sometimes moving to a fully managed desktop environment is just not an option. In those circumstances, DecisionOne can flexibly provide maintenance and support services to address your unique requirements. Choose from dispatched or dedicated hardware support models — including remote diagnostics, warranty management, and post-warranty support. In addition, DecisionOne has service options for labor-only maintenance, local or centralized sparing, advance exchange (equipment swap), depot repair, staging and configuration, and asset disposal/recovery services.

## Desktop Deployment (IMAC)

Desktop and workgroup equipment, while designed for end user productivity and efficiency, is complex and continuously changing. Installing and moving hardware, adding features, or changing software and hardware components all require skilled technical support, effective timing, and coordination. From initial site surveys to project scheduling, coordination and tracking, DecisionOne provides the project management skills and experience to staff and manage all aspects of an enterprise refresh or deployment program, while minimizing disruption to the workplace.

## Advance Exchange

DecisionOne's Advance Exchange service is for any environment where 1) business technology equipment can afford to wait for next business day repair/replacement, 2) there is limited or no IT support available for a distributed end-user workforce, or 3) a 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. Our advance exchange service is available with and without our Depot Repair services.

## Depot Repair Services

With DecisionOne's Repair Service program, you can ship your defective desktop/workgroup equipment to one of our logistic service centers, where the equipment is repaired to OEM-functional specifications within five (5) working days of receipt. Additional offerings include de-manufacturing, disposal, reclamation, and refurbishment.

## Supported Technologies

- Desktop/Laptop Hardware
- Server and Desktop Networking
- Printers/Scanners
- Monitors
- Modems and Connectivity
- Office Productivity Software, Operating Systems, and Utilities
- Other Desktop Peripherals (Drives, PDA, CD/DVD)

## 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.

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