

# Deployment & Support Services for Google Apps Premier Edition



Planning, deploying, and supporting any new communication platform in a corporate environment can be time consuming and resource intensive. Google Apps Premier Edition is easy to use and quick to configure providing you have the right skills and support in place. Your Google Apps deployment, migration (if needed), and set-up will require planning and management, and may initially demand more technical skills and capacity than is available in your organization today. Following deployment, in the early stages of usage, there may be an increased need for technical support, which could prove challenging with limited resources. Ongoing support may likewise be a challenge, since responsiveness to users' issues is critical to building and maintaining a positive experience for internal and external audiences. Whether you are a business or IT leader, a systems integrator, or a reseller, DecisionOne can support you in the planning, deployment, migration, and ongoing technical support of the Google Apps platform.

## The DecisionOne Solution

DecisionOne's Deployment and Support Services for Google Apps Premier Edition are designed to help you cost-effectively and rapidly deploy Google Apps in your organization, train your team, and support your organizations' adoption of this application platform. DecisionOne can help your IT organization manage any deployment or migration to Google Apps — from a departmental pilot, to a migration from an existing communications platform (Lotus Notes or MS-Exchange), to a phased roll-out where multiple communication systems continue to be deployed and/or coexist.

As a part of the service offering, DecisionOne can provide ongoing, remote support of both the Google Apps platform and your corporate IT help desk, which can help your organization to adopt and better utilize the platform. 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 remote support desk 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; additional 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 technical resource for Google Apps deployment and support enables you and your company to realize the following benefits:

- Augmented technical resources that are cost effective and flexible to support you and your customers' needs
- Optimized communications platform management through experienced, professional configuration and deployment
- Faster time to deployment, balanced by a knowledgeable team that can provide a range of services from planning through deployment to ongoing support

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

## Services Overview

- **Quick Start PILOTs (<25 Seats)**
  - Organizational Assessments & Planning Analysis
  - Standardized Methodology for Organizational Adoption of Google Apps
- **Deployment & Migration Services**
  - General Deployments of EMail & Calendar
  - Migration Deployments (with Lotus Notes & MS-Exchange)
- **Training**
  - Onsite Training Services
  - Remote One-on-One Capabilities
- **Remote Best Practices Support**
  - Email and Calendar Set-Up & Management
  - Google Applications Team Specializing in EMail/Calendar/Talk/Docs/Spreadsheets

## 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.