

Managed Desktop Service

From a technology support perspective, a typical desktop environment presents a wide range of potential software and hardware problems requiring a vast range of skills and capabilities to troubleshoot and resolve. The reality is that very few enterprises have the time, money, or resources to provide the comprehensive support their employees need to keep their desktop environments operational and productive. Fewer still have the national service delivery infrastructure to provide the same consistent levels of service to all of their employees — whether in the corporate headquarters, a satellite office location, working from home, or on the road. With this in mind, DecisionOne created a cost-effective and comprehensive solution for maintaining and supporting your or your customers' desktops — both locally and across the nation.

The DecisionOne Solution

DecisionOne's Managed Desktop Service is a predictable, contained approach to fully manage 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. End users who are experiencing issues with their desktops, laptops, printers, and other desktop equipment request service through a toll-free number and speak with a knowledgeable technical support who remotely diagnoses the call and works towards resolution. A tiered infrastructure is in place to facilitate escalations to prevent spending unnecessary time within a specific tier. If remote resolution cannot be reached, a field service technician can be dispatched to the end user's site for onsite repair.

In addition to remote technical support, service highlights include IMAC services, rollouts, deployments, maintenance, and the flexibility to add other DecisionOne services as needed. If you are ready to eliminate desktop support headaches and benefit from lower capital and operational expenses, choose DecisionOne's Managed Desktop Service. It is the easiest and most affordable way to provide support for your end-user environment.

Benefits Delivered

Partnering with DecisionOne to provide consistent remote and local support for all of your service inquiries enables you and your company to realize the following benefits:

- Supplemented support by reliable, experienced technical engineers
- Minimized distributed desktop support challenges with comprehensive coverage for technologies and geographies
- Distributed local presence with remote single point of contact
- Predictable, contained cost per employee/seat
- Remote control diagnostics and asset scanning

Visit us on the web at www.decisionone.com



US Inquiries: 888-287-9202
Canadian Inquiries: 800-554-5179
www.decisionone.com

Services Overview

- **Remote Support**
 - Dedicated 800 number
 - Triage and diagnosis for desktops and laptops
 - Peripheral support
 - Operating System and software support
 - Network and connectivity support
 - End-to-end management (call through resolution)
- **Local Support**
 - Technology supported: PCs, office and network printers, Wintel file and print servers
 - Onsite break/fix, and hardware/software support
 - Networking connectivity support
 - Basic Install, Move, Add, Change (IMAC)
 - Parts, triage, and diagnostics included
 - Next day or better replacement/repair
 - In-home and onsite support for teleworkers and branch locations
- **Optional Services**
 - Software/hardware rollouts and deployments (IMAC)
 - Staff augmentation with specialized skills
 - Depot repair
 - Advance exchange

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 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.