

Technical Service Desk (TSD) Services

Providing competent, effective technical support for you or your client's product is critical for both the product's reputation and its bottom line. The people 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 access to knowledgeable, helpful, intelligent professionals at convenient times to answer questions and resolve issues so they can get back to business — all without adding extra cost. At the end of the day, you need to be able to understand your clients and end users. Let DecisionOne be an extension of your team and handle the end user support for your products and services to you and your client organizations. We can assist you by serving as a single point of contact for your service inquiries — allowing you and your teams to focus on core business matters.

The DecisionOne Solution

Designed to cost effectively provide an avenue for end users to receive technical support via remote resources, DecisionOne's Technical Service Desk (TSD) provides a single point of contact for the triage, diagnostics, and resolution of hardware, software, and service technical inquiries. This service was especially created for resellers, Original Equipment Manufacturers (OEMs), and integrators selling into the small and medium business, large enterprise, and public sector markets as your right hand person — providing an immediate, scalable support solution for all your, and your clients', remote technical support needs.

Often, the front line of support experiences the wide variety of technical issues on your or your client's products once in production and in the hands of the end users. When you or your clients are preparing for a product launch or new product release, DecisionOne can assist in providing a funnel point for all issues by front ending the service request with a technically savvy resource. DecisionOne's TSD provides a tiered support model to an existing services infrastructure or the end user directly. Our expertise in providing product specific support includes hardware, software, and services — from web search appliances, to data center devices, to Networking and VPN services, Video/Audio Conferencing equipment, and travel reservation systems and associated connectivity and specialty hardware.

DecisionOne's TSD 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. Variable elements of the TSD 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 and peripherals, networking, laptops, servers, server appliances, security services, remote configuration, and dispatching and scheduling of onsite resources.

Benefits Delivered

Partnering with DecisionOne to be your single point of contact for all service inquiries for you or your client's product or service enables you and your company to realize the following benefits:

- Greater visibility into all inquiries through a single point of contact
- Improved service delivery and customer satisfaction attributable to experienced, knowledgeable, helpful technical support representatives providing triage, diagnostic, and resolution technical support services on your company's behalf
- Scalable, immediate call center infrastructure capabilities with 24x7 coverage

Visit us on the web at www.decisionone.com



US Inquiries: 888-287-9202
Canadian Inquiries: 800-554-5179
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
 - Hardware technical support
 - 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 who provide incident ownership and resolution

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.