

# U.S.-Based National Telecommunications Provider



## The Challenge

One of the United States' largest telecommunications providers was seeking a partner to manage their technology infrastructure support services across multiple corporate locations nationwide. Because the company frequently acquires other telecommunications companies, with multi-vendor solutions, this partner would serve as a Single Point of Contact (SPOC) for all technology vendors and would serve to manage all support issues — both in and out of warranty.

## The Solution

DecisionOne was selected due to its extensive experience and ability to manage all aspects of technology support — from remote support, to logistics, to the desktop through Data Center onsite services, nationwide. Understanding the complexity of the customer's infrastructure and importance of tracking and accounting for each piece of equipment and its warranty status, DecisionOne created a process and accompanying standardized report — available 24/7 via a Web-based portal, and pushed to the customer daily — that informs them of all service events and equipment status. DecisionOne is the SPOC for all services and in addition to managing all vendors, provides dedicated onsite support with 20 minutes response and a two- to four-hour fix. Specific services DecisionOne provides include warranty management, in- and out-of-warranty services, and full maintenance or labor-only maintenance — dependent on the type of equipment. DecisionOne also performs time and materials projects on an as-needed basis.

## Results

By engaging all of DecisionOne's lifecycle technology support services, our telecommunications customer gained the following results:

- Improved IT and end-user customer satisfaction, based on 15+ years of support services
- Consolidation of all technology support services and management with DecisionOne, reducing both cost and business complexity
- Consistent service delivery by dedicated onsite technology support services engineers with 90% plus fulfillment of SLAs
- Standardized, consolidated report for all technology service events
- Single technology support partner for more than 15 years, adapting to technology changes and remaining cost competitive

“DecisionOne’s flexibility to adapt to our growing and contracting needs over the years as our industry has changed, and technology support expertise have proven invaluable to our IT operations.”

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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.