

Voice and Data Solutions Provider



The Challenge

A major communications services provider of voice, data, and collaboration services was awarded a contract for providing one of their many large clients with a Virtual Private Network (VPN) solution. In addition to the VPN product, the end client required high-quality remote product support services five days a week, 13 hours a day. Requirements for the selected partner included utilization of specified online tools for entitlement, and account administration and integration of the VPN support solution with the solutions provider's currently tiered service desk operation. The chosen partner would also have to provide an escalation path for a variety of VPN-related issues to the end client's internal service desk staff and to maintain a close working relationship with both the solution provider and, of course, the end client.

The Solution

When DecisionOne took a deeper look at the business requirements including variables such as call volume and the need to interface with existing support teams from a process and technology perspective, it became clear that an integrated model including telephony and Customer Relationship Management (CRM) systems was vital in order to create a link between multiple partners, providers, and other support tiers. The ability to perform simple maintenance of the VPN accounts was critical to the success of the VPN Service Desk. Our support solution included administration as a primary responsibility — allowing for increased user uptime, maximum response times, and minimized transactions routed outside of the VPN Service Desk. The importance of defining the level of scope and support required was key to the development of a solution to enhance our solution provider customer's solution and address the bulk of the volume received for the VPN program rollout. From an ongoing support perspective, the DecisionOne team ultimately managed VPN accounts, performed user administration and incident management, and acted as an extension of our solutions provider customer's team.

Results

By engaging DecisionOne's remote services to support their technology efforts, our solutions provider customer and their end client were able to realize the following benefits:

- Initial fulfillment production and distribution to assist with program launch
- Combined solution including real time access and visibility into third party support groups, additional support tiers, and necessary expertise
- Reduction of account maintenance tasks due to DecisionOne's ability to remotely synchronize and perform administration duties
- Immediate support infrastructure and tiered technical support team to support VPN products and related technology including Outlook client and communication software
- Deployment expertise engaged for project rollout activities such as beta-testing and migration tracking
- Defined and established Service Level Agreements: 90% of all calls answered with 60 seconds, with ticket and queue management as additional key performance indicators
- Development of intellectual property including knowledge management and white papers

DecisionOne proved to not only be sensitive to our industry security concerns, but is capable and flexible enough to seamlessly supplement our existing support infrastructure. DecisionOne subject matter experts take ownership of the issues, meet the SLAs consistently, and provide great customer service.

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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.