

# Desktop to Dialtone™ Program Overview

To be a viable contender in the dynamic and consolidating SMB Voice over IP (VoIP) market you must fulfill demand for cost-competitive services coupled with consistent and reliable, national service delivery. VoIP Original Equipment Manufacturers (OEM) and VoIP Service Providers (VSP) face a myriad of business challenges including building brand and market share, achieving aggressive revenue targets; and ultimately delivering, installing, and supporting their product after the sale. Whether selling directly or via a channel, partnering with DecisionOne, an experienced services support company, gives you a competitive advantage by providing national deployment and support services consistently and reliably to endorse business expansion.

## The DecisionOne Solution

DecisionOne's Desktop to Dialtone™ is a portfolio of VoIP lifecycle support services for VoIP OEMs and VSPs that provides an immediate, cost-effective national support infrastructure — permitting you to focus on core, differentiating strategies and their execution rather than post-sale technical support. Our award-winning partner program enables you to confidently deliver affordable technical support services. Beginning with our VoIP Readiness Assessment, DecisionOne will help you understand your client's environmental and network capabilities to support acceptable voice call quality. When planning and managing a VoIP solution rollout — you can rely on DecisionOne to effectively and consistently deploy in a single location or simultaneously coordinate across multiple locations nationwide. Following installation, we provide support services including remote technical support, onsite maintenance and advance exchange for equipment repair and replacement. Leveraging DecisionOne's national footprint and proven service infrastructure generates accountability for consistent, quality lifecycle support services — regardless of customer locations.

## Benefits Delivered

Partnering with DecisionOne enables your business to realize the following benefits:

- Immediate access to a portfolio of integrated VoIP lifecycle support services without costly investment, reducing your CAPEX and OPEX expenditures
- Increased business agility due to ability to instantly compete for national accounts and address new markets
- Faster time to revenue through rapid deployments, expanded services offerings, and extended geographical support
- Increased customer satisfaction through DecisionOne's service delivery assurance, and specialized workforce providing expertly managed service delivery and execution

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



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## Services Overview

- **VoIP Readiness Assessments**
  - Site Assessment
  - Remote Network Assessment
- **Logistics Services**
  - Pick, Pack, and Ship
  - Configuration
  - Advance Exchange
- **Deployment**
  - IP Phone and Softphone Installation
  - IP-PBX Installation
  - Router and Switch Installation
- **VoIP Technical Service Desk**

## Supported Technologies

- IP Phone and Softphone
- IP-PBX
- Routers and Switches

## 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.