

Managed Desktop Services Overview



The Challenge

A typical desktop environment presents a wide range of potential software and hardware problems requiring a vast range of skills to troubleshoot and resolve. Providing comprehensive support for desktop environments can be costly and challenging for large enterprises and small to medium-size business. Few have the national service delivery infrastructure to provide consistent levels of service to all of their employees — whether in the corporate headquarters, a satellite office or remote locations. DecisionOne has a comprehensive technology support solution for maintaining and supporting desktop environments — both locally and nationwide.

Our Solution

DecisionOne's Managed Desktop Service provides telephone technical support, diagnostic triage, and onsite support and repair. End users request service through a toll-free number and speak with a knowledgeable technical support specialist who remotely diagnoses the call and works towards resolution. A tiered infrastructure facilitates escalations. 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.

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:

- Lower capital costs and decreased operational expenses via an outsourced solution
- Remote **and** Onsite services to support end-user environments via one provider
- Comprehensive desktop support for a wide range of technologies
- Remote single point of contact for national support
- Predictable, contained cost per employee/seat

Service Features:

- Triage and diagnosis for desktops, laptops & peripherals
- Operating System/software support
- End-to-end management (call through resolution)
- Onsite maintenance and hardware/software support
- Basic Install, Move, Add, Change (IMAC)
- Next day or better replacement/repair
- Staff augmentation
- Depot repair
- Advance exchange

