

Technical Service Desk Overview

DecisionOne provides technology infrastructure services that achieve superior business results.



The Challenge

Providing competent, effective technical support for you or your client's product or service is critical for the product's reputation and its bottom line. The people that answer the phone are a reflection of your company. Their ability to resolve end users' problems often form a positive (or negative) opinion of your business. Best-in-class support means having knowledgeable, intelligent professionals that answer questions and resolve issues — all while optimizing costs.

Our Solution

DecisionOne's Technical Service Desk (TSD) provides an avenue for end users to receive technical support via remote resources. We can serve as a single point of contact for the triage, diagnostics, and resolution of hardware, software, and technical inquiries. Our tiered support model contains 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. TSD Services include: a scalable and stable contact center available 24x7; historical and real-time telephony and reporting tools, support for desktops and peripherals, networking, laptops, servers, server appliances, security services, remote configuration; and dispatching of onsite resources.

Benefits Delivered

Partnering with DecisionOne to be your single point of contact for all service inquiries enables you 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 services on your company's behalf
- Scalable, immediate call center infrastructure capabilities with 24x7 coverage

Service Features:

- Software support
- Hardware support
- Desktop/LAN support
- 24x7 Support
- Quick turn-up time
- Shared/dedicated models
- Real-time reporting
- Tiered-staff structure
- Toll-free service

