

How to Find the Right Vendor for Technical Support Services

Why consider off-site tech support?

In-house staff managing technical support needs can involve significant time, resources and expense-and can ultimately divert attention away from core business.



Why should you go with a one-stop-shop?

The inconsistent service quality of multiple providers can expose your business, make it difficult to access support, and add complexity to managing contracts and bills.

What you need is an industry-leading technical support provider.

Here's what to look for:



A thorough understanding of your business needs and the ability to respond accordingly



Flexible service options designed to support your needs and budget



A single point of contact for globally consistent services, from simple break-fix to end-to-end support capabilities, so that every location can access prompt resolutions



Global leadership in technical expertise, designed to include broad infrastructure competence and deep, multiplatform and multivendor technology skills



Support that is quick, accessible and reliable



Remote support and automated web-based options that can help speed problem resolution and control the labor costs of IT infrastructure support and maintenance



Proactive monitoring and event notifications to help reduce business disruptions



Parts replacement capabilities, on time and at the right locations



Time-tested methods and support processes



Responsiveness to your unanticipated business challenges, whether due to availability issues or major change management challenges



Proof of potential cost savings via infrastructure analysis

Beyond Tech Support

Have you seen the big picture of your IT infrastructure? Do you know if your servers are over- or under-utilized? Is your virtual environment over-provisioned? If you don't know these answers, Flagship can help.

Learn about Flagship's exclusive offering, **Infralytics™** (Infrastructure + Analytics).



Flagship Solutions Group is a true extension of your team.

We understand the value of your time, the intricacies of your physical and virtual infrastructures and your need for quality customer service. We make it a priority to understand your business and deliver value.



Schedule a consultation today to learn how Technical Support Services from Flagship Solutions Group can provide the highest levels of support available.

flagshipsg.com/consultation

561-208-FY11 (3941)

TWITTER: @FLAGSHIPSG1



Your Smarter Partner™
for the Cognitive Era