

DATA SHEET

MSP IT Support Services

As a Managed Service Provider (MSP), your company already understands the benefit of outsourcing support services. You offer outsourced service to your customers so they have the freedom to focus their energies and resources on building and enhancing their portfolio. You partner with them to provide the essential support services that they need to be successful. Just like the customers you serve, you are attempting to grow your business. But with your fixed-cost model and highly trained resource limitations, how do you grow? After all, taking time to seek out new business or redirect your existing resources to use them more cost-effectively can impact your existing customers and end-users. How can you grow while still meeting the quality and customer service expectations they require?



Expert troubleshooting & diagnostics available 24/7 from our team of Support Engineers

If, for example, your support team must focus resources into maintaining rather than growing your business, due to an amplified end-user support call volume or a request that your business provide around-the-clock support services, they have reduced time to seek out new opportunities. When they must support low-level user calls in addition to the more advanced support calls they are expected to engage with, when and how are they going to roll out your next customer or deploy a new application for them?



Client-side support for cloud-based applications & desktop/laptop resources

Source Support Services will act as an expert extension of your MSP IT support team to free up your valuable resources. We can front-end your support organization, providing state-of-the-art troubleshooting and diagnostics for cloud-based applications as well as desktop and laptop resources, to enable your teams to focus their energies on deploying more new customers and improving business productivity. No matter your preferences or your business needs, Source will be a trusted partner in delivering expert MSP IT support on your behalf.

Our experienced service team works with you to determine the right processes and best practices to achieve the levels of service you want to deliver for your customers. And it doesn't stop there. From our very first day throughout the life of the service program, our quality management system continuously monitors and measures our delivery to ensure that your customers receive the very best service every time.

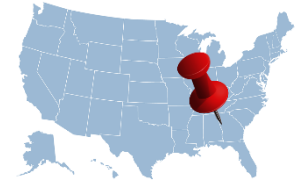
Expert Service Delivery

Our Support Operations Center (SOC), located just outside of Atlanta, Georgia, is staffed 24/7/365 to ensure that our support services team is always in place to help your customers and the end-users find the best solution.

Every case we open is owned and managed by a Support Engineer in SOC. Contrast this with the support approach from other companies. Often getting to a knowledgeable resource takes time to navigate phone trees and multiple escalations. We believe in the value of our people which is why every support request we receive is quickly addressed by our Case Coordination team. They gather relevant information to the case and then pass it directly to our Support Engineers.

Each of our Support Engineers is trained and certified to work with our partners' systems so you know the person at the other end of the line will know how best to provide the solution your end-user needs. We are also proud to cater to your preferences; each of our engineers is given detailed partner service guidelines which detail all communications protocols and accurate representations of your team and your brand.

Our IT Support team provides state-of-the-art troubleshooting and diagnostics to deliver complete client-side support for cloud-based applications as well as desktop and laptop resources. We have the capabilities to assist with everything from cloud-based applications like Microsoft 365 to desktop and laptop support such as establishing printer connections and performing a remote password reset. In addition, we have the capability to deploy and manage on-site support for any physical setup needs for desktop and laptop resources.



Our Support Operations Center is located near Atlanta, Georgia U.S.A.



Every case is owned & managed by a Support Engineer who is trained & certified to work with our partners' systems



Available 24/7/365

Common Support Needs Can Include:



- 🌐 New user active directory & email setup
- 🌐 Email & active directory password resets
- 🌐 Adding network printers & scanners
- 🌐 Internet browser issues
- 🌐 Basic troubleshooting of specified 3rd party software
- 🌐 File recovery (backup software implementation)
- 🌐 Finding application launch icons



Managing Performance of Our IT Support Team

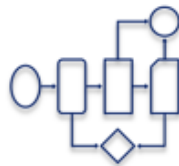
Our Support Engineers track and manage each case from beginning to end, and ensure that you and your customers are informed on the status of the event. We maintain open lines of communication, both direct and through our automated software platform, Source Central. This platform brings all of Source's people, process and technology capabilities into one automated view which you can integrate with your service management systems so you're not burdened with managing disparate partners, interfaces and processes. With the power of Source Central integration, you will have access to real-time case tracking and management. Any updates or case notes we make will be pushed to your service management system so all the information we have will be mirrored in your own system.

Source also focuses on quality across our three principles of delivery: our people, our process and our technology. This focus enables a culture of quality where everyone is involved in continuously monitoring and evaluating our processes and looking for opportunities to innovate and improve our service delivery outcomes. We understand that your customers and end-users expect that someone will be there to deliver high-quality, reliable support every step of the way. As such, we are dedicated to creating the best possible service quality perceptions as we represent you.



PEOPLE

Our employees are empowered to promote customer focus & are encouraged to grow through goal-oriented achievement



PROCESS

We monitor & evaluate our processes for opportunities to innovate & improve our service delivery outcomes



TECHNOLOGY

Through technology, we integrate & simplify the management of services for our customers

Source provides high-quality, cost-effective frontline support outsourcing to reduce MSP operation costs and improve the client IT support experience. Just as you are a valued partner to your customers, we want to be a valued partner to you and enable you to grow and develop your expert support capabilities by dedicating our passion for high-quality, reliable support services to help free up your resources.