

DATA SHEET

# Support Operations Center

Whether we realize it or not, first impressions play a huge role in our perceptions of a company. Given the nature of your business, your customers' first impressions of your company are likely to come when they reach out to your support services provider for help with a product in a time of need. Needless to say, it's a make or break encounter.

How long did a customer have to wait to speak with a representative? How did the representative answer the phone? How knowledgeable were they about the product the customer is seeking to fix? What tone was set during the conversation? All of these play a role in shaping the customer's perception. Unfortunately, many support centers leave customers less than impressed. Often, contacting support means dialing a call center, maneuvering through an automated process and listening to a nerve-grating instrumental track for an unknown length of time while you wait to speak with a representative who adds little value.

Source Support Services is dedicated to providing high-quality engagements from the moment your customers first dial our number. Our U.S.-based Support Operations Center (SOC) is not a call center. Instead, each of our Support Engineers is trained on your products and dedicates their time and expertise to every engagement, from the first point of contact until the solution has been implemented. They are true professionals certified in expert troubleshooting, diagnostics and services delivery engagement, meaning that they have the skills and abilities to help your customers resolve their issues quickly.



Our Support Engineers average more than 20 years of experience in complex IT fields



Every case is owned and managed by a Support Engineer who is certified in expert troubleshooting, diagnostics and services delivery engagement

Our Support Engineers are available via phone, email and web, whatever method works best for you. In addition, our SOC and staff utilize Source Central, our software platform that unifies and automates our capabilities and delivery processes, to manage every case. By integrating your business with this tool, you have complete visibility into each service engagement that we provide on your behalf as well as the ability to alert us of a service need. Source Central also removes human error in the service management process and keeps us informed of any updates or needs that your business requires. As a result of Source Central's efficiencies and integration capabilities, and the quality of its entire services delivery team and approach, Source has achieved a 98% or better service level agreement (SLA) success rate.



## 24/7/365 Expertise

Our SOC, located just outside of Atlanta, Georgia, is staffed 24 hours a day, 7 days a week, 365 days a year to ensure that our support services team can always help you and your customers find the best resolution. The SOC is capable of delivering one or a combination of these support services:

- **Case Coordination to determine entitlement, gather contact information and learn other necessary details** to help us understand what solution might be required and where we should deliver parts or a technical service professional if the need arises.
- **Field Support to assist with administrative support tasks.** We can coordinate with any of our 100+ field stocking locations around the globe to ship parts, dispatch and arrange on-site arrival of a professional service engineer and manage operating questions of a less technical nature.
- **Technical Support to facilitate troubleshooting and diagnostics for a wide variety of data center equipment.** We can coordinate and manage on-site engagements, confirm arrival of the part or the professional service engineer and inform you when the solution has been completed.
- **Enterprise Support to deliver solutions that are more complicated, part of a complex ecosystem and/or involve tenured experience with high skill levels.** We can assist with troubleshooting and providing solutions for VMware, Linux, hyper-converged architectures, advanced storage and data networking and a variety of next generation storage platforms. Also, as with Field and Technical Support, we can ensure that any parts and professional service engineers arrive on time to successfully complete the service engagement.
- **IT Support to help improve your MSP support operations and cut your expenses through proactive outsourcing.** Troubleshooting and diagnostic tools provide complete client-side support that keeps users productive with cloud-based applications our partners provide. We also supply complete desktop and laptop troubleshooting via phone, helping to expedite the solution process.



We also have a robust training and certification program, called Source Academy, that ensures that our Support Engineers have all the knowledge they need to deliver the solutions your customers require. Source Academy employs eLearning modules to ensure in-depth knowledge of each solution we work with, so every service engagement provides repeatable, high service quality. And we're proud to cater to your preferences so each of our engineers is given detailed partner service guidelines containing all communications protocols and accurate representations of you and your team.



Ensure in-depth knowledge with  
Training & Certification modules



Enable repeatable,  
high quality service



Accurately represent  
you and your team

## SOC Case Management

In each level of service, our SOC team is committed to diagnosing and performing a solution to your customer's challenge. Our Support Engineers track and manage each case from beginning to end, and ensure that you and your customers are informed through open lines of communication on the status of the event. Also, we use Source Central to log case notes, locate and dispatch Source Techworks resources, dispatch and track parts and post real-time status updates as each service event progresses. Once your business is integrated into Source Central, service events can be handled at a system level so you can dispatch, track and manage every service that Source provides. This level of integration keeps us in sync, removes human error and keeps you informed every step of the way.

Source's Support Operations Center is committed to delivering great service on your behalf that ensure your customer's first and lasting impressions of your company are positive ones. If you would like to learn more about our services and our Support Operations Center, please contact one of our representatives.