

DATA SHEET

Global Field Services

Business is expanding and you want to broaden your reach to global markets. Unfortunately, this is not the kind of thing that can happen overnight. You have to hire technicians to perform needed on-site break/fix activities and build an internal support team large enough to manage the enhanced growth and additional service needs. And don't underestimate the training effort required to guarantee that each service engagement meets your customers' expectations while maintaining consistency around the globe. You could easily spend another six to twelve months setting up the right training and certification programs, and then even more time getting your team properly up to speed.

At Source Support Services, we understand these challenges. Scaling globally can be both cost-prohibitive and time consuming, and it can prove to be too much for a business to handle itself. That's why we aim to provide the highest-quality customer service and customer satisfaction possible – so you can scale to a global market quickly and still have the freedom to focus on what is most important.

Source has provided the highest quality service to technology providers across the globe for over 15 years. Our presence and enterprise-level service reputation is firmly rooted and we can help you expand by translating our global presence and service portfolio to your own without having to build your own network organically.

Our global field services for compute, storage and network solutions include:



24/7/365 Support Services



U.S. & International On-Site Services

Our global network of authorized service engineers helps your business get to market and scale quickly, while maintaining the highest-quality service you expect. Also, partnering with our independent field force means that the services we deliver will be flexible and cost effective.

Support Operations Center

Every case we open is owned and managed by a Support Engineer in our U.S.-based Support Operations Center (SOC) – unlike other companies' support lines, which often involve call centers with multiple automated steps. Our 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 you and your customers find the best solution.

Each of our Support Engineers is individually certified to work with our partner's systems so you know the person at the other end of the line will know how best to provide the solution your customer 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 you and your team.



Support Operations Center Case Management

In each level of service, our team in the SOC 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 on the status of the event. We maintain open lines of communication, both direct and through our automated software platform, Source Central. This platform enables us to manage service events every step of the way from one single point, thereby increasing our efficiency to deliver services for your customers.

Source Central is used to log case notes, locate and dispatch Source Techworks resources, dispatch and track parts and post real-time status updates. We have achieved a 98% or better service level agreement (SLA) success rate, due in large part to the efficiencies and integration capabilities that Source Central brings to the table. 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. It also keeps us informed of any updates or needs that your business requires.



Our Support Engineers track and manage each case from beginning to end, keeping you informed every step of the way



Source Central enables us to manage each service event from a single point, increasing efficiency



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Support Services



Case Coordination

Available by phone, email or instant messaging, our team of Case Coordinators is our first point of contact in the Support Operations Center (SOC). They assist in determining entitlement, gathering contact information and handling other necessary information to help us begin to understand what solution might be required and where we should deliver parts or a technical service professional if the need arises.



Field Support

Our Field Support offering is available to assist with mostly administrative support tasks. If a part at your customer's site requires replacement, for example, our Field Support Engineers can coordinate with any of our 100+ global field stocking locations around the globe to ship that replacement part to your customer's site and can also coordinate on-site arrival of a technical service professional to perform the replacement service. We can also field operating questions of a less technical nature, if a simple update is required and a resolution can be shared over the phone.



Technical Support

Technical Support is available to assist with troubleshooting and diagnostics for a wide variety of data center equipment. Our Technical Support Engineers work through a more in-depth assessment to find the root cause of an issue so that a solution can be quickly identified. If the solution requires a part or technician to arrive on site, our Engineers will coordinate and manage the on-site engagements and confirm arrival of the part and the technical service professional as well as when the solution has been completed.



Enterprise Support

For solutions that are more complicated, are part of a complex ecosystem and involve higher technical knowledge skills, Source offers Enterprise Support. An advanced capability of our SOC, our Enterprise Support Engineers have the certifications and technological expertise to cover a wide range of highly advanced systems. They can assist in troubleshooting and providing solutions for VMware, Linux, hyper-converged architectures, advanced storage and data networking and a variety of next generation storage platforms. As with Field and Technical Support, our team will ensure that any parts and technical service professionals arrive on time to successfully complete the service engagement.



IT Support

If your MSP support team is feeling stretched by the quantity of support calls coming in, or if your expert support team is bogged down by lower-level support calls, our IT Support Services provide the proactive outsourcing solution you need to help improve your operations and cut your expenses. Our IT Support Engineers do everything they can to ensure that your customers receive the best treatment possible as we search for the solution they need. No matter the hour, no matter the need, we are versed in state-of-the-art troubleshooting and diagnostic tools to provide complete client-side support that keeps users productive with the cloud-based applications you provide. In addition, we can supply complete desktop troubleshooting via phone, helping to expedite the solution process.

On-Site Services

From the time that our Support Engineers in our SOC have established the required support solution, Source will have a technician on-site within timeframes to meet the established service level agreement (SLA).

Our on-site services offer SLA delivery options of:

- **4-Hour**
- **Next Business Day**



Source partners with more than 12,000 highly-trained and certified technical service professionals in over 100 countries

Source Techworks

Source Techworks provides you with an on-demand field force with the professional experience to deliver high service quality that can be used to meet increased on-site service requirements and help you expand to new geographies. Our global presence enables us to support new operations locations quickly, allowing you to more rapidly grow your business with expert-level technical support and case management. As part of our Source Techworks program, our technical recruiting group works tirelessly to recruit, retain and manage a reliable network of service professionals local to your customer's location.

Once technical service professionals have joined our network, Source ensures that they are trained and knowledgeable with your customer's systems. Our eLearning modules created through Source Academy ensure in-depth knowledge of each solution required, so every one of our technicians will always arrive on-site prepared and help pass that information to your customers so they can feel confident that they received expert-level



These worldwide, on-demand technical professionals make up our Source Techworks network and act as our field engineers for each service engagement



Each service professional is backed up by our 24/7 Support Operations Center to ensure the highest service quality solution for your customers



Our Technical Recruiting Group works tirelessly to recruit, retain and manage a reliable network of service professionals local to your customer's site

At Source, we understand the challenges you face while seeking to broaden your reach to global markets. It takes time to develop a strong presence that can deliver reliable and consistent support services across the globe. Source can offer the expertise and global experience necessary to help your business enter global markets quickly while delivering our services as part of your services portfolio. And because of our commitment to the highest service quality, you can be sure that every person involved in a service event, from the technician who arrives on-site to the Support Engineer who manages the case from beginning to resolution, is expertly trained and certified to work on your solution.