

PROFESSIONAL SERVICES

GETTING PROFESSIONAL SERVICES RIGHT

With the complexity of IT products and services today, for any given hardware or software implementation, the skills within your company's consulting team, and the information they provide, is crucial.

The ability to provide customers with competent well trained consultants, who clearly understand the client's needs and operating environment, can set you apart from your competitors.

If your organisation is looking to improve this important function, to reduce operating costs, or you want to expand your reach across the Asia Pacific region but don't have the required internal expertise, then OmniSupport® can help.

WHO WE ARE?



OmniSupport is a Support Services Outsourcing Company with the ability and expertise to provide on the ground professional IT consulting services. We also provide outstanding customer care, technical assistance and business critical support services to IT software and hardware clients across the Asia Pacific region.

With OmniSupport, clients lower their infrastructure investment, streamline support processes and reduce the overall cost of service delivery, allowing them to focus on their core competencies.

We have a deep understanding of our client's main drivers for outsourcing, as we have worked in senior management roles, responsible for designing and building the entire support and professional services infrastructures for corporations (including multi-nationals) just like yours.

Partnering with OmniSupport also gives you the leverage to expand your support presence across Australia and Asia, so that your customers and partners experience the same high-quality timely support throughout the region.

THE OMNISUPPORT DIFFERENCE

At OmniSupport, we believe the best solutions start with a conversation. That is why we take time to listen to you and your customers and fully understand what is required. From there, we work with you to map out a blueprint for a successful implementation.

We provide both on the ground and fly-in consultants across Australia and Asia that work together with your consulting and sales staff to design detailed solutions that meet your clients' needs.

By partnering with OmniSupport, you have the advantage of rapidly adding and deploying experienced professional services consultants on the ground, where you need it across the Asia Pacific region. You also reap the benefits of leveraging, both our local in-country presence, and native language resources.

THE PROFESSIONAL SERVICES OFFERING

We offer a range of Professional Services delivered by highly skilled technical consultants who have expertise in the following:

- Assessment
- Design
- Planning
- Installation and Deployment
- Proof of Concept (POC)
- Policy and Best Practice Development

These services can be customised and packaged to suit your specific needs and budget, with kick-off meetings, and the provision of full project documentation and a detailed scope of work.

Included Service Features and Benefits

Features	Description	Benefits			
		Strategic Assistance	Business Scalability	Transparency & Control	Cost Savings
Highly trained and skilled personnel	Consultants are located in countries across the Asia Pacific Region and are screened to meet your specific requirements	✓	✓		✓
Knowledge of local culture and requirements	Consultants know both the local culture and local IT requirements	✓	✓	✓	
Agreed rates and project duration	You can plan and budget with certainty with project cost and duration agreed upfront. No additional fees or costs will be incurred	✓	✓	✓	✓
Full project documentation	We document and provide the following: <ul style="list-style-type: none"> • Kick off Meeting minutes • Scope of Works (SoW) • Project plans • Project findings (if required) • Project Review and Analysis • User Acceptance Testing (UAT) • Installation Guides • Other relevant documents 	✓	✓	✓	

Focus on your core business, while OmniSupport's Professional Services assist your Sales Team in recommending and delivering the solutions your clients need, and make your business thrive. - **Choose OmniSupport today!**

MORE INFORMATION

To get details on other support services:

Visit www.omnisupport.com/solution.html
www.omnisupport.com

CONTACT US

Email: info@omnisupport.com

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