

TECHNICAL SUPPORT

INNOVATE YOUR TECHNICAL SUPPORT STRATEGY

Time is too valuable for your customers to waste, waiting for a solution to a technical issue. Your organisation's availability and responsiveness to customer's needs is critical to the success of your company and its products.

Outstanding Technical Support Service is all about delivering your customers and partners the right technical information, service, skills and parts they need, when they need them.

WHO WE ARE?



OmniSupport® is a Support Services Outsourcing Company. We 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 customer service as we have worked in senior management roles, responsible for designing and building the entire support infrastructure including outsourcing customer service as a main component, for corporations (including multi-nationals) just like yours.

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

THE OMNISUPPORT DIFFERENCE

Providing outstanding technical support is about having conversations. It's about listening to what the customer is telling you about their problem and the solutions they have already tried, and then providing the right answers as quickly as possible.

It isn't about working through a scripted list of possible problems and solutions in the hope of finding the right one.

Our Technical Support values advocate that we strive to resolve support requests on the first contact, leaving the customer with a positive brand experience.

Unlike our competitors, we don't simply focus on reducing call handle times to process more calls - we focus on **First Contact Resolution**. This results in a reduction in the number of call backs, thus reducing your overall call volumes and costs, whilst increasing customer satisfaction levels.

As an added value, we also provide an insightful Support Metrics Report, which allows you to plan or revise your existing support/product strategy.

This is the OmniSupport Difference.

EVER PRESENT
ALWAYS THERE

THE TECHNICAL SUPPORT OFFERING

OmniSupport provides a Technical Support Centre staffed with qualified Support Service Engineers contactable by phone, email, live chat, online submission and SMS, to request technical support or assistance.

Our Support Service Engineers are fully trained and certified to provide the highest level of technical support – increasing customer satisfaction and brand reputation with every customer contact. They process software and hardware requests of a technical nature, including installation, configuration and compatibility, error or failures and

Included Service Features and Benefits

Feature	Description	Benefits			
		Business Scalability	Transparency and Control	Responsiveness and Resolution	Cost Savings
Highly skilled and trained Support Engineers	<i>Technical Support</i> Engineers trained and screened to meet your specific requirements – providing a centralised base of knowledge and expertise	✓	✓	✓	✓
Fully documented process/flow charts for all customer contacts	All <i>Technical Support</i> and <i>Escalation Management</i> processes and methodologies are fully documented and accessible	✓	✓	✓	✓
Local Business Hours coverage	Technical Support operations available during your business hours, i.e. 9:00–17:00 local time	✓		✓	✓
Unlimited support requests	<ul style="list-style-type: none"> No limit to number of support requests logged No limit to technical contacts within your customer's organisation 	✓	✓	✓	✓
Agreed response charters and escalation management	<ul style="list-style-type: none"> Calls answered within agreed timeframes Email/online submissions responded within 24 hours Escalation with agreed timeframes and guidelines 	✓	✓	✓	
Weekly reporting	Including: <ul style="list-style-type: none"> Average speed of answer/Average handle time Number of calls/emails received and processed Support Requests open/closed/outstanding 		✓	✓	✓
Quarterly business reviews	Review of <i>Technical Support</i> performance highlighting trends and drivers to improve support delivery		✓	✓	✓
Weekly top 10 request drivers	List of the top 10 <i>Technical Support</i> requests		✓	✓	✓
Proactive Alerts of Urgent or important requests	Proactive notification of any technical request that may be critical to your customer's organisation		✓	✓	

Optional Service Features and Benefits

Feature	Description	Benefits			
		Business Scalability	Transparency and Control	Responsiveness and Resolution	Cost Savings
Online Technical Support Requests	Allow customers to submit and track their <i>Technical Support</i> requests via OmniSupport's <i>Support Portal</i>	✓	✓	✓	✓
Extended Hours of Coverage	<i>Technical Support</i> coverage extended outside of business hours E.g. 09:00-00:00 Monday-Friday	✓		✓	
24 x 7 Coverage	<i>Technical Support</i> provided 24 hours a day 7 days a week 365 days a year	✓		✓	
Trending and Analysis	<ul style="list-style-type: none"> Customised trending and analysis reporting Resolution analysis 	✓	✓	✓	✓

Engaging OmniSupport allows you to focus on your core business, while we take care of your customers' support requirements. **Choose OmniSupport today!**

MORE INFORMATION

To get details on other support services:
Visit www.omnisupport.com/solution.html

CONTACT US

Email: info@omnisupport.com
Web: www.omnisupport.com/contact.html