

# TECHNICAL SUPPORT ACCOUNT MANAGER

## ENHANCE YOUR CORPORATE SUPPORT STRATEGY

The availability and responsiveness of technical support for business critical environments is pivotal to enterprise performance and corporate reputation.

Your ability to provide timely support is critical to your customers' organisation and its capability to operate – and impacts greatly on your brand reputation.

The delivery of the right technical information by highly skilled and trained support experts, with an intimate knowledge of your client's environment, is the key to resolving issues and building valuable long-term customer relationships.

### 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

OmniSupport offers the unique ability to personally manage the technical support requirements for corporate accounts in Australia, and where required across the Asia Pacific with Technical Support Account Managers (T-SAMs).

OmniSupport T-SAMs take full ownership of your on-going corporate account technical relationships, and are your customers' 24x7 single contact-point for product/service support.

That's the OmniSupport difference.

### TECHNICAL SUPPORT ACCOUNT MANAGER PROGRAM

The Technical Support Account Manager (T-SAM) program is staff by highly trained and certified support engineers who provide personalised, proactive support for your customer's technical support account management requirements.

They act as a single point of contact, around-the-clock, for higher levels of response to ensure the clients' environment is fully operational.

The T-SAM program is designed to meet the needs of clients that have medium to large corporate customers, catering for on-the-ground support in the event of high severity case and/or mission critical environments nationally or regionally. Where required, T-SAMs can also leverage the full resources of OmniSupport's technical team.

## THE TECHNICAL SUPPORT ACCOUNT MANAGER OFFERING

### Included Service Features and Benefits

Feature	Description	Benefits			
		Responsiveness & Resolution	Customer Experience/ Brand Reputation	Transparency & Control	Service Flexibility
Your customers have direct access to T-SAM	<ul style="list-style-type: none"> <li>24 X 7 direct access to a designated skilled resource who is familiar with your environment and products               <ul style="list-style-type: none"> <li>No waiting in telephone queue</li> </ul> </li> <li>Agreed number of customer accounts per T-SAM</li> </ul>	✓	✓	✓	✓
Unlimited support requests	<ul style="list-style-type: none"> <li>No limit to number of support requests logged</li> <li>No limit to technical contacts within your customer's organisation</li> </ul>	✓	✓	✓	✓
Support Request Management	<ul style="list-style-type: none"> <li>Support requests are managed and owned by the T-SAM to ensure all requests are logged, managed, escalated appropriately and continuously followed up</li> </ul>	✓	✓	✓	✓
Agreed response charter and escalation management	<ul style="list-style-type: none"> <li>Calls answered and support requests responded to, within agreed timeframes</li> <li>Escalation with agreed timeframes and guidelines</li> <li>All technical support and escalation management processes and methodologies are fully documented and accessible</li> </ul>	✓	✓	✓	✓
Technical Account Management	<ul style="list-style-type: none"> <li>Single point for management of overall customer health and status</li> </ul>		✓	✓	✓
Proactive Alerts	<ul style="list-style-type: none"> <li>Receive alerts on urgent and/or important support requests logged by your customers</li> <li>Receive alerts on issues or items that are critical to your customer               <ul style="list-style-type: none"> <li>Always aware of your customer's needs and issues –No surprises about customers account</li> </ul> </li> </ul>	✓	✓	✓	
Proactive Customer Notification	<ul style="list-style-type: none"> <li>Your Customers receive proactive notification about your product upgrades, patches, etc               <ul style="list-style-type: none"> <li>Better brand reputation and likelihood of renewal</li> </ul> </li> </ul>	✓	✓	✓	
Scheduled Onsite Customer Visits	<ul style="list-style-type: none"> <li>4 scheduled 'maintenance' visits at your customer's site yearly</li> <li>Customers may choose to use visit for onsite support</li> <li>Your customers receive face time with the T-SAM allowing them to leveraged skills at their preferred scheduled times</li> </ul>	✓	✓	✓	✓

### Optional Service Features and Benefits

Feature	Description	Benefits			
		Responsiveness & Resolution	Enhanced Experience/ Brand Reputation	Transparency & Control	Service Flexibility
Additional Onsite Customer Support	<ul style="list-style-type: none"> <li>Scheduled onsite 'support' days *</li> </ul>	✓	✓		✓
Onsite Emergency Support	<ul style="list-style-type: none"> <li>Non-scheduled onsite support days</li> </ul>	✓	✓		✓
Multi-Geography Agreement	<ul style="list-style-type: none"> <li>Locally situated T-SAM's with local and Asia Pacific knowledge and expertise               <ul style="list-style-type: none"> <li>Access to native speaking resources</li> <li>Knowledge of local culture and etiquette</li> </ul> </li> </ul>	✓	✓	✓	✓

\*Please note, this service feature is not a substitute for specialised Installation or Consulting Services.

Enhance your ability to deliver timely technical support for your important corporate clients - **Choose OmniSupport today!**

#### MORE INFORMATION

To get details on other support services:

Visit [www.omnisupport.com/solution.html](http://www.omnisupport.com/solution.html)

#### CONTACT US

Email: [info@omnisupport.com](mailto:info@omnisupport.com)

Web: [www.omnisupport.com/contact.html](http://www.omnisupport.com/contact.html)