

Desktop Support Services



Overview

Technology Service Professionals (TSP) Desktop Support Solution provides an alternative to the internal IT support organization's struggle to support numerous technologies, applications and users. This solution can help you identify, control, and reduce your end user computing costs, improve system availability, and increase end user productivity and satisfaction. TSP's Desktop Support Services provide cost-effective solutions to address multivendor support needs.

The Challenge

Companies depend on a myriad of complex, critical systems for daily operations, profitability, and in many cases even survival. This has created computing environments that consist of diverse collections of personal computers (PCs), workstations, servers, networks, and applications. These environments are continuing to grow at an ever-increasing rate -- currently estimated at over 40% per year. They are experiencing more users, rapidly escalating service needs, and a steadily climbing Total Cost of Ownership (TCO). Recent studies suggest that technical support, administration, and end-user operation account for more than 75% of the Total Cost of Ownership of a PC -- upwards of \$10,000 per user annually!

Managing enterprise-wide information systems isn't easy. Information Systems (IS) departments are busy putting out fires -- system adds, moves, and changes, acquisitions, installations, and dealing with end-user service requests. With enough to do as it is, most IS managers can't keep track of the location of their computing assets, let alone the costs and expected levels of service agreement (LOS).

The Solution

TSP offers a portfolio of customized services designed to meet your specific hours of operation, response time, and support needs. TSP can provide the following client/server and desktop support services:

Desktop Support highlights our on-site end-user support services. These services provide support for operating system, application, or network problems that cannot be resolved remotely by the Help Desk.

Desktop Support delivers prompt and accurate problem resolution by a qualified service professional right at the end user's desk.

Multivendor Hardware is designed to keep personal computer and engineering workstation platforms up and performing. These services deliver *preventive maintenance* that will help you avoid failures and *corrective maintenance* that will resolve failures that do occur. Typically offered as a service contract customized to meet your site's specific requirements, Multivendor Hardware Services provide the right skills and the right parts within a time frame that meets your needs. TSP offers on-site hardware maintenance including parts and labor with support for systems manufactured by HP, AST, Apple, Compaq, Dell, IBM, Toshiba and others.

Emergency Maintenance is critical to maximum uptime. TSP offers one hour phone response and service coverage 5 or 7 days a week, 24 hours per day. Each customer can select from a committed on site response time of 2, 4, or 8 hours.

Unlimited Parts Replacement is provided on a contract or as needed basis. TSP stocks all commonly failed parts for a variety of platforms. All parts are available when you need them.

Preventive Maintenance is one of the keys to maximizing system uptime. TSP's Preventive Maintenance Services were designed to *proactively* prevent outages and failures. This service is performed to the manufacturer's specifications and can be performed during remedial maintenance.

Installation, Moves, Adds, and Changes (IMAC) delivers comprehensive support for installing, moving, adding, or changing a system configuration. IMAC provides total implementation for the client's network from a single software application to physical installation of the cabling and equipment. To ensure the correct and quick installation of these services, TSP assigns an experienced Project Leader who keeps the client informed throughout the entire process.

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As a direct result of TSP Desktop Support Solution elements, organizations can expect the following benefits:

Deskside Support –

- Decreased mean time to respond and repair
- Decreased contract administration
- Coordinated dispatch, analysis, and troubleshooting
- Increase in mean time between failures
- Overall system efficiency and performance
- Reduced operating overhead

Multivendor & Network Hardware Support–

- Reduced failures through performance of adequate preventative maintenance
- Decreased mean time to respond and repair
- Elimination of "finger pointing" that often results when dealing with multiple suppliers
- Reduced administration costs by negotiating and administering one contract instead of several.

Preventative Maintenance –

- Reduced outage associated with down equipment and LAN/WAN links
- Improved productivity for employees and internal IS support staff that occurs from critical system outages
- Maximized equipment operational lifetime

IMAC –

- Reduced or eliminated work disruption for the end-user
- Faster payback on new computing systems
- Complete coordination of IMAC activities to ensure rapid deployment or redeployment of computing resources
- Assurance that your computer equipment and peripherals will be set up in complete working order
- Ability to coordinate IMAC services at multiple sites, nationwide
- Monthly reporting provides valuable measurement of these benefits. These quantifiable results allow our customers to see that TSP is delivering on our commitment, and that their organizations are delivering on the promise of technology.

Next Steps

To determine how TSP can address your specific needs, send e-mail to services@mytsp.net or call Toll free at 1-866-4881.