



OUTSOURCING
TECHNICAL
SUPPORT SERVICES

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1.1. Types of Technical Support provided

- Software usage / problems support
- Connectivity related problems
- Installation support
- Product related problems/queries
- Application / desktop queries
- Software usage / problems support
- Troubleshooting support

Technical Support Services

Omni Pro offer a range of technical support services that enable you to deliver high quality technical support to your customers and employees at optimal costs. These solutions integrate 24x7, personalized technical support services with advanced technologies for knowledge management and automated support.

Increase customer satisfaction and improve operational efficiencies by setting up IT Support and outsourcing technical support services to Omni Pro. Omni Pro Service Providers' expertise spans across products in the Desktop, Internet, Server and Networking Domains.

1.2. IT Cost Optimization:

Three-Step Approach:

1. IT & Business Alignment:

IT Investment Optimization

- Flat or declining IT budgets, coupled with an increased demand for IT services
- Removal of expenses from current spend or run rate in order to invest in future business opportunities
 - Define IT investment Optimization Goals
 - Identify Investment Opportunity
 - Prioritize Investment Portfolio
 - Develop Ongoing Governance

2. Opportunity Identification:

IT Cost Assessment

- Business challenges identified through merger, acquisition or divestiture of business operation
- Increased utilization of IT resources & assets
 - Alternate Sourcing
 - Business Alignment
 - Vendor Renegotiation
 - Consolidation/ Rationalization
 - Standardization
 - People Alignment

3. Realization of Benefits:

- Software Hosting Network End User
- Computing
- IT Overhead
- Management
 - Application Portfolio Rationalization
 - Infrastructure Rationalization
 - Organizational & Operating Model
 - Global Sourcing
 - Operations & Process Transformation

1.3. Outsourcing Technical Support:

operational constraints:

- High labor costs and attrition rates among technical support staff
- Keeping infrastructure investments low
- Optimizing allocation of limited resources
- Need to relieve core
- resources from routine operations

Key Benefits:

- Higher revenue and margins due to reduced operational and infrastructure costs.
- Focus on core functions and business value creation.
- Improved operational efficiencies

- Increased levels of customer satisfaction and customer loyalty.
- Leveraging the skills inventory of dedicated technical support teams.
- Access to the vast database of customer FAQs and troubleshooting fact-files.
- Multi-language technical support services.
- Facilitates improvements in product design process.
- Improvements in service delivery.

1.4. Reduce IT Complexity

- Free resources by turning over IT services management to a trusted partner
- Consolidate the maintenance of all key IT applications under a single vendor and move to a managed services model
- Evaluate and review performance
- Satisfaction is level is maintained.

We provide the best pricing model for your business, choose the best that suit you:

The rates charged for technical support can be based on different criteria:

- Per Closed Incident
- Per Interaction or Contact
- Per Talk Time
- Per Resource Deployment

Other pricing strategies include:

- Fixed cost/variable cost,
- Per minute,
- Per hour,
- Fixed percentage of employee usage,
- Incremental flat rates - incremental flat rates refer to pricing for a predetermined quantity and/or level of services at set prices.