

Flexible Support Simplified



Simplify your IT support experience

The rising demand for new technologies brings an increasing need for instant troubleshooting and high-quality IT support services. Without an efficient support strategy in place, costs can quickly increase through inefficient vendor support coordination. Adding to this, your business agility is challenged by an IT workforce often bound to answering support requests rather than focusing on their core business tasks.

SoftwareOne Integrated Support Services provides 24/7 support for incidents and service requests, handled by our global service desk, and backed by a service manager. Say goodbye to multiple contracts and vendors. SoftwareOne is your single point of contact for seamless vendor-backed IT support and service management. Need change requests or projects? We've got you covered with local and near-shore certified experts in cloud, productivity, security, and AI.

Your benefits and values:

- **Single contract:** avoid multiple support contracts with multiple vendors with our simplified modular contract tailored to your needs.
- **Service management:** a dedicated service delivery manager whose priority is your service ensuring great service.
- **Flexible pricing:** choose a commercial model that suits your business with options for unlimited support or pay-as-you-go and minimal commitment.
- **Application support:** gain access to support and development for custom business applications.
- **Local engagement:** with offices in 60 countries, we offer a truly local touch, with local language and local delivery.
- **Professional services:** we provide a simplified process for change requests and projects, with prepaid project hours delivered from your choice of region.
- **Technology guidance:** receive a dedicated customer success manager who helps you build a roadmap and programme of work to achieve your business outcomes.
- **Depth of expertise:** on-demand access to SoftwareOne consultants certified in productivity, security, cloud services, unified communications, and AI.
- **Global reach:** our primary delivery centres cover every time zone, offering true follow-the-sun support for clients wherever they are.

Discover how SoftwareOne Integrated Support Services can boost your IT performance and efficiency.

We empower organisations to take control of their technology investments, allowing you to reallocate funds where they are needed most. Our flexible support credits cover multiple vendors, incident types and service requests.

With our seamless ticketing system, opening a ticket is as easy as a call or email. Plus, our flexible support services ensure that you only pay for what you use, providing cost-effective solutions tailored to your specific needs.

- Get peace of mind with SoftwareOne's 24/7 global service desk ready to resolve complex vendor issues fast.
- Benefit from a dedicated service manager assigned to your account, who understands your business and anticipates potential issues before they escalate.
- Stay informed with regular updates from your dedicated customer success manager, who works with you proactively to help you deliver on your technology roadmap.
- Unlock the full potential of your partnership with SoftwareOne and gain access to our comprehensive portfolio of professional services capabilities across our entire technology portfolio.

Realise the benefits of outsourcing your third-party vendor services and support to a trusted partner:

Optimise Costs	Improve Productivity	Reduce Risk
We enable organisations to rationalise their technology investments and realise their time to value leading to increased productivity, minimal downtime, and substantial cost savings.	Experience unparalleled productivity and availability as we streamline your processes and eliminate the hassle of managing multiple vendor contracts allowing IT teams to spend more time on core activities.	Reduce risk and gain confidence with timely incident resolution, workload and applications support based on best practices and monitoring of major critical incidents.

Contact us today to discuss how SoftwareOne Integrated Support Services reduce risk and provide the flexible IT support your organisation needs.

CONTACT US TODAY

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