

Arrow FusionSM Professional Services

Desktop Support



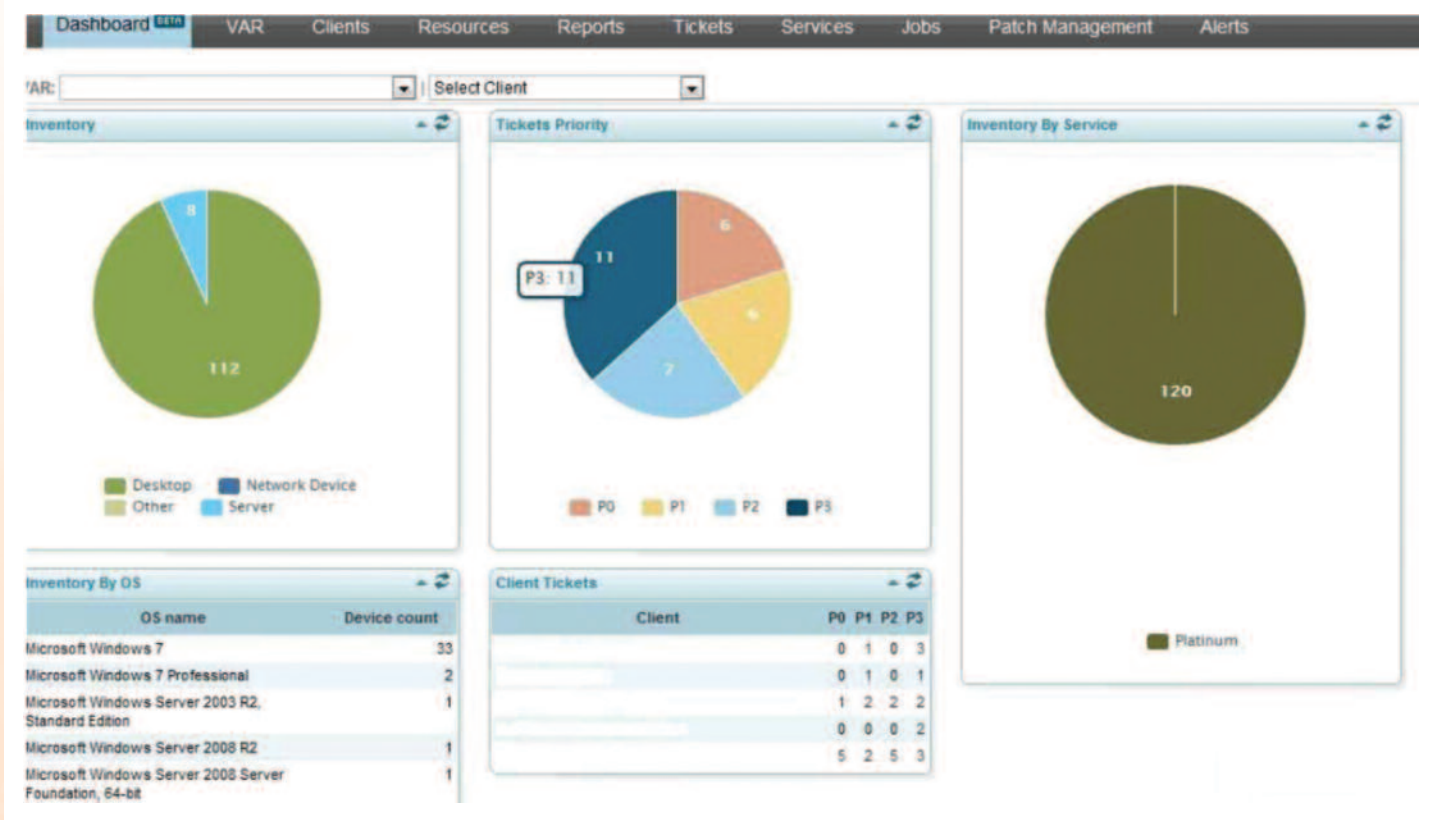
Do your customers need to minimise their IT support costs without sacrificing employee productivity? Then you'll be glad to know that Arrow Fusion Professional Services offers **24/7 Desktop Support**. A quick call, email, web or chat request provides assistance for all major desktop operating systems and applications, as well as traditional and virtual desktop environments.

Desktop productivity drives business productivity. With so much riding on desktop availability, it's good to know that fast, personalised assistance is just minutes away.

Features and Benefits

- Seamless, remote troubleshooting, configuration and maintenance for all desktop operating systems, including traditional and virtual environments.
- Users request support by phone, email, web and chat.
- No voicemail or automated menu systems. Service requests ALWAYS answered by a person.
- One Year Contract, Billed Monthly.
- Preventative Maintenance of Desktops.
- Unlimited support 24/7 in the United Kingdom.
- Staffed by qualified certified US-based engineers.

Enhanced Desktop Support Dashboard



- IT Infrastructure Library (ITIL)-based service delivery model with ticketing system, real-time metrics reporting and knowledgebase management.
- Extensive knowledgebase that speeds problem resolution for common issues.
- White-labeled services and web portal for reseller rebranding.

Options

- **Standard Desktop Support** includes all major operating systems, standard applications (including 3rd party or proprietary applications) and related services, such as network and printer configuration, mobile device synchronisation, virus removal and general administrative tasks.
- **Enhanced Desktop Support** includes Standard services plus system cleanup and optimisation, patch management, antivirus and spyware scanning, asset and inventory reporting and portal access.

Whether you are focusing on growing your business, entering new markets, building your pipeline, or closing more opportunities, Arrow Fusion Desktop Support provides an option to meet your needs.

| | Standard Desktop Support | Enhanced Desktop Support |
|---|--------------------------|--------------------------|
| Software: Desktop operating systems, standard applications, third party or proprietary applications (case by case basis). | ● | ● |
| Services: Network and printer configuration, PDA synchronisation and configuration, general administrative tasks. | ● | ● |
| Preventative Maintenance: Patch installation and management, security scanning, file and folder cleanup, asset and inventory reporting. | | ● |
| Web Portal Access: Single Point access to all your customer's ability to manage all the devices. Tickets for customers from a single portal. | | ● |

Credentials and Experience

When you contract with us, you can be confident of the high level of knowledge and expertise you are extending to your customer's projects. Staffed with experts on multiple products and technologies, each member of our professional services team has years of real-world experience, ensuring your customer's project will be a success in any environment.


Professional Services engagement process


We make it easy to partner with us giving you access to our broad portfolio of professional services. Leverage our complete turnkey solutions including presales support, available project planning and management, and the technical expertise to ensure the job is done right from start to finish. All you have to do is contact your Arrow ECS sales representative and we'll do the rest.


Competitive Differentiators

- Arrow Fusion will NEVER compete against our VARs for their customer's business.
- Pre-determined deliverables, timelines, and costs are based on Statement of Work (SLOW)
- "No strings attached" - the VAR has the flexibility to decide when and how to combine additional products, solutions, or services with each project.
- Streamlined yet flexible engagement model accelerates the sales cycle while preserving your client relationships.
- Available project management resources ensure each engagement goes as smoothly as possible.
- One-stop-shopping - our engineers and consultants are experts in multiple products and technologies and can leverage our extensive line card for solution recommendations.

Our support team is waiting to help:

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 www.arrowecs.co.uk/desktopsupport