SIMPLIFY YOUR SUPPORT EXPERIENCE ACROSS DIFFERENT VENDORS

Optimize Your IT Business and Streamline Your IT Service Support with Unified Support for MultiVendor from SoftwareOne

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 multivendor 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.

With Unified Support for MultiVendor from SoftwareOne you just pay for what you really need, allowing to potentially benefit from reduced support costs. We take care of the rest: Work with a single point of contact for all your incident and service request needs and benefit from our 24x7 availability via phone, email and online portal across multiple languages.
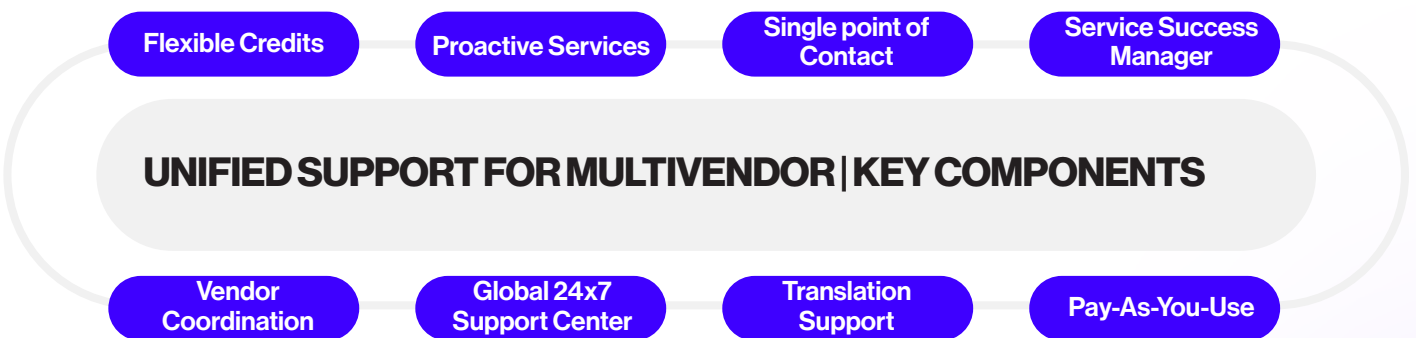
- Increase productivity & availability through simplified ticket handling, incident management and service request coordination across multiple vendors.

- Optimize operational costs by reducing support and maintenance spend with SoftwareOne's flexible prepaid credits system which can be used for incidents & service requests across multiple vendors.

- Reduce business risk and gain confidence with timely incident resolution, workload and application support based on best practices and monitoring of major critical incidents

Unified Support
for MultiVendor

Customer   Prepaid credits
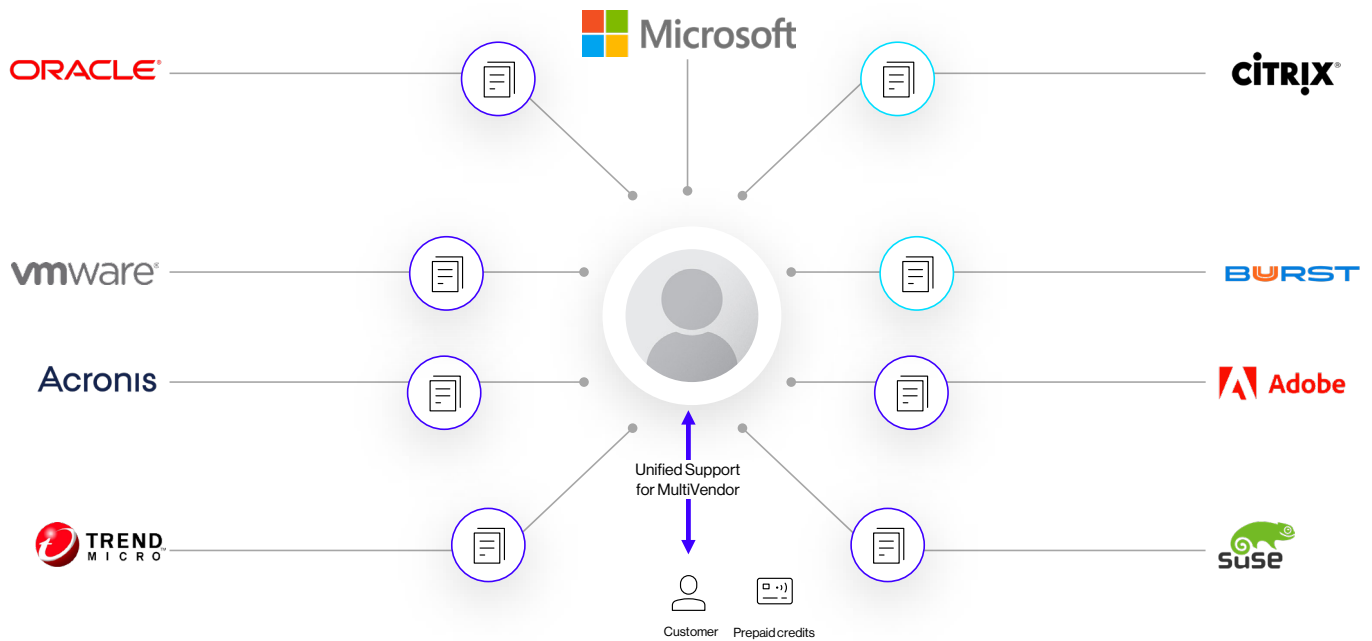
Additionally, our proactive service options provide you with direct access to selected resources that help you accelerate your business productivity (available for selected vendors and countries):

- Risk assessment program (RAP) as a Service: A delivery experience to enable you to assess your environment at your convenience.

- Education as a service: Access to an on-demand portfolio of training courses to help increase your IT staff's depth and breadth of knowledge.

Flexible Credits	Proactive Services	Single point of Contact	Service Success Manager

UNIFIED SUPPORT FOR MULTIVENDOR | KEY COMPONENTS

Vendor Coordination	Global 24x7 Support Center	Translation Support	Pay-As-You-Use

CONTACT US TODAY

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