

SERVICE BRIEF

# Vendor Management

Get better, faster support for your third-party hardware and software investments and one point of contact for all of your vendor relationships.

## Stop Dealing with Third-Party Support

*Manage your business relationships, not your hardware and software vendors.*



Ever deal with a computer issue for days because you don't want to make the commitment to spend hours on the phone with the manufacturer's support? We understand completely. Third-party technical

support can run you around in circles before getting anywhere when you really need things to be back up and running so your staff can operate normally.

## One Support Number

*Get support for all of your IT solutions and get technical issues resolved faster and more accurately*

Telesys' technicians work with a whole slew of hardware and software vendors every single day. A big part of our daily lives involve building relationships with vendors. We also know our clients' IT infrastructure, goals, and IT differentials much better than any third-party vendor ever could. It's only natural for us to extend these services to our partners.

When Telesys manages your vendor relationships for you, that means you get a single point of

contact for all of your troubleshooting and support needs. In many cases, our technicians could provide the solution faster and more cost effectively than working with support, and when we do need to reach out to the vendor, we're able to articulate the issues faster.

## Virtual CIO

*Get a dedicated account manager who knows your IT inside and out.*

With Telesys, you don't just get enterprise-level IT services, but full-fledged consultative operations to assist you with complex IT decisions when it is time to expand, upgrade, or integrate new technologies to improve your business. Your Virtual CIO is able to pull up configurations for all of your hardware and software, warranty information, install dates, account credentials, and much more.

Your Virtual CIO fulfills a comprehensive list of duties and roles in the management of your IT such as:

- Dedicated account management
- Alignment of IT with core business objectives
- Monthly/Quarterly meetings
- Budget creation, management, and review
- Procurement assistance
- Complete lifecycle management
- Platform and software recommendations and configuration support
- Warranty and vendor agreement tracking and management

## Benefits

- Stop dealing with third-party tech support
- No more incredibly long hold times or pointless call transfers
- One support number for all of your vendors
- Dedicated account manager to handle warranty, lifecycle and project management
- Focus on your business, not your IT

## Features

- Support for all of your hardware and software vendors
- Warranty management and documentation
- Your goals are our goals - we know your IT inside and out where a third party vendor doesn't.
- IT Consultation and Recommendations
- Full documentation of new IT vendor relationships, warranty, account credentials and much more.

*"Your business' voice and data solution provider."*