



Partner Success

Bespoke support enhances out-of-hours service

Westcon  Comstor

Bespoke 24/7 support enhances collaboration solution provider's help desk capabilities

Challenge

Leading UK-based collaboration solution provider needed additional technical support to complement the after-hours service it provides for diverse and dispersed customer base

The provider is constantly exploring new markets, developing verticals and packaging solutions for different customers, requiring time for testing, configuration and adjustment.

As a result, it needed to optimise its resources and headcount to maintain service levels for existing customers and attract new customers.

Solution

Westcon developed a Care support scheme to complement the partner's support centre, providing 24x7 coverage for Polycom and Cisco.

We also provided a 50-hour renewable proposal from Westcon Assist to support their technologies, configurations, services and customers.

The bespoke solution is delivered from our offices in Berlin with service management provided from the UK.

Result

Westcon Care and Assist solution increased the support provided by the customer's in-house team with a measurable, secure and consistent service to their end users.

The customer successfully maintained its SLAs so its highly-skilled team could focus on more customer-facing, revenue generating tasks.