

Integrated Services Plan by IndeServe

Businesses have always used service providers they know and trust and that have specific knowledge about their site. The trend of outsourcing non-core services is a fundamental move away from this tradition. An Integrated Service Plan restore this tradition by guaranteeing the same serviceperson will be used on each site for the length of the contract if at all possible. All IndeServe technicians have multiple skills, the ability to think-on-the-job across systems and networks and communicate well with on-site personnel.

The trend is to the integration of services at the top-end of the skills set, making it difficult for the less professional service providers and smaller companies to compete. The trend to outsourcing also favours the integrated services provider and the larger companies or those companies that can service multiple products, systems and networks nationwide. IndeServe is a leader in providing integrated, nationwide services booked, scheduled and tracked via the Internet.

Servicing Requirements

The word 'technical service' is a generic term meaning the installation, service associated with moves, adds and changes, maintenance and repair of customer premises equipment, network products, power systems, PABXs, computers, access control systems, lighting, etc. Market research has identified a number of commonly used services by Corporations, Government and other large organisations, examples are:

General Services

- Relocate a computer, printer, server, router or PABX
- Add a telephone extension, modem or upgrade workstation software
- Replace a florescent tube, add a power point or data outlet

Project or Tendered Work

- Moving an office – telephones, computers, lights, etc
- Installing a new server, LAN or UPS
- Installing a new PABX, IP telephony or fibre/cabling infrastructure

Service and Repair Jobs

- Repairing a computer, printer, fax or telephone
- Routine maintenance of emergency lighting and signage
- Check security sensors and programme building access control system

Common Servicing Needs and Solutions

<i>Servicing Need</i>	<i>IndeServe's Solution</i>
All services via one call	Provides combined services
Easy ordering process	Offers "Service via the Internet"
High visibility of job progress	Offers real time job booking and job tracking through EServe
Regular service reports and analysis	Service Plans include reports and analysis
Simple pricing model	Menu pricing and Service Plans are available
Good up-to-date documentation	Offers E Documents up-dating service
Value added advice on services	Key customers have dedicated Account Managers
Work is urgent or to a tight time line	All large projects have dedicated Project Managers

An Integrated Services Plan allows the packaging of the common services required into an easily managed, pre-negotiated contractual arrangement that solve the specific servicing needs of a Company.