

# MULTI-VENDOR SUPPORT SERVICE



## Overview

Softcat's Multi-Vendor Support Service offers all-in-one tech support through full consolidation and management of your organisation's various support contracts. Consolidating your support arrangements into a single contract through Softcat will help you to spend less time and money managing your estate and more time concentrating on running your business.

## A selection of our partners



### Single point of contact

Having just one number to call makes life simple. Our service desk will take time to understand the fault and manage the right vendor for you, ensuring the solution and service expectation is effected efficiently.

### Reduced complexity

If you currently have multiple support contracts, you will understand the pain of having to search for contract details and log calls with different support centres. The Softcat MVSC means that you only have to call one number for us to manage your issue through to resolution.



### Contract consolidation

Softcat will carry out an assessment to understand your current vendor estate and pull all contracts into a single contract. This consolidated support service with multi-vendor contracts increases efficiency, reduces management costs and using Softcat's online tools, will increase visibility across the entire estate.

### Standardised tools and processes

We have 24/7 UK Operations Centres that are open all year round and will manage this to the point of closure in line with your contracted service levels. Our online portal allows your organisation full visibility of your estate with the ability to request additions, removals, changes and to log fault incidents.



## Why Softcat for Multi-Vendor Support?

Softcat's Multi-Vendor Support Service offers a simplified management process from our UK based Operations Centre, providing a single point of contact. Our dedicated solution specialists have over 100 years of combined experience and a deep understanding behind organisations' business objectives. We offer an impartial consultancy service to ensure that each customer is benefiting from the most appropriate solutions and we keep in touch to make sure we understand the critical business needs and the inventory required to achieve them. At Softcat we believe in full transparency, so we keep you informed. We can also provide customers with a named Service Manager to give a deeper understanding of common faults or issues and personally deliver regular reviews. We can help you understand your current situation and advise on all the options that can help reach your goals. Our advice is impartial and we'll make recommendations to best achieve the objectives of each individual organisation.

24/7/365 support	Specialist skills & expertise	Multi-vendor support	10 years of expert experience	Dedicated solutions specialists	ISO 27001 accredited - Information Security Management	ISO 20000 accredited - International IT Service Management
Industry-leading resolution time		Single point of contact		Impartial consultancy service		ISO 9001 accredited - Quality Management