

Technical Assistance Center

U.S.-Based Technical Support



*Essential's 24x7x365, headquarter-based Technical Assistance Center (TAC) fields, on average, more than **25,000 service events per month** with compliance for all OEM equipment supported, meeting clients' specific SLA objectives across 50+ vendors.*

Complete Service Event Management

The central hub of Essential's customer support operation is our TAC located in Mechanicsburg, PA. This facility operates 24x7x365 with approximately 100 US-based resources providing technical and logistics support to customers around the world throughout the full lifecycle of service events.

The TAC controls the execution and management of all events from beginning to end. This includes initial call acceptance, entitlement, sourcing (people & materials), dispatch, SLA tracking, high-level tech support when

needed, call closure and critical data capture for invoicing and analytics. This is accomplished via proprietary tools, ITIL methodologies and LEAN continuous improvement practices.

There are separate specialist teams that focus on support call management and technical project management. These team support our Project Management Office (PMO) and Project Executives who are working with our customer. This operation is a clear differentiator for EssentialSM in the Independent Service Operator (ISO) market.

Key Benefits and Features

- » Immediate access to high level technical resources
- » Coverage hours customized to meet needs, with live help desk support available 7x24x365
- » E-mail, chat, phone and web-based support
- » TAC utilizes InContact ACD cloud-based contact center software solution
- » Incident creation via cloud-based self-service or API/ EDI connectivity to popular incident management systems
- » Customer web portal for real-time visibility to service event status
- » Auto-dispatch capabilities
- » Geo-tracking and GPS-enabled

Specialist Teams

Entitlement (Level I)

- » Incoming calls logged and routed to proper specialist based on specific account requirements

Resource Mgmt. (Level II)

- » Match the proper resource to the service event using exclusive Essential Managed WorkForce[®] system
- » Utilizing our network of technicians, assigns a technician with the right skill set in the right location to meet SLA requirements

Service Event Mgmt. (Level III)

- » Responsible for all metrics, customer satisfaction and contract compliance

Technical Support (Level IV)

- » Subject matter experts that perform comprehensive tech support for over 500 products
- » Years of experience in diagnosing, troubleshooting, setup/installations and all parts-related transactions