

MANAGED IT SERVICES



On Site or Over the Phone, Essential Customizes and Meets Service Level Objectives and Uptime Metrics to Achieve Specific Business Goals

Essential has mobile field technicians throughout the country who have the ability to provide all required systems support, delivering an optimal experience for end-customers. We manage the entire asset infrastructure, from installation and configuration of systems to future field services support for the whole organization. Our robust service desk also has the ability to remotely support store/site installations and upgrades to existing infrastructure.

Case Study: Telecommunications OEM Leader

CHALLENGE:

With multiple data centers around the country, this major OEM needed a partner who could quickly address problems, on-site or remotely, as the mid-range servers housed in these centers are mission critical for the organization's customers.

SOLUTION:

The OEM tapped Essential because of its team of dedicated engineers, who are located around the country and ready for dispatch or remote technical support 24 hours a day, 7 days a week. This accessibility, coupled with the organization's ability to have on-site spares or equipment stored in nearby field stocking locations, ensured a response time that exceeds the OEM's needs.

OUTCOME:

Essential has met a tight SLA requirement, consistently responding to problems and restoring servers within four hours — 24/7/365.

Platform

- 250 W2 field technicians with various skillsets
- 24x7x365 Contact Center
- Technical support
- Ability to meet aggressive SLA objectives and uptime metrics

Typical Assignments



- Break fix
- Maintenance
- On-site support
- Remote monitoring and support



Essential's continuous monitoring identifies issues before they become problems. The data we receive from Essential is clear, providing business insights we use to make important decisions that impact our business.