

Velocha Commitment to Quality and Value



During the origination of Velocha, the founders were concerned with filling the voids of traditional field services while offering the highest quality and value for their clients. We have developed partnerships to offer a turnkey solution for all of your IT service needs. By partnering with Velocha, solution providers increase their economies of scale, take advantage of flexible, scalable technical labor resources, and reduce service delivery costs.

In an effort to maintain a high quality offering of service, we have implemented a bonus/penalty program with our technicians. The program works bi-laterally to promote great service and for the small instances there is not, a monetary penalty plan is in place.

We back our field service professionals with an equally talented group of Call Center experts. They are our next line of defense to maintain the quality level we expect to provide to our clients. In the event a field technician is unable to perform a task, we have a back-up tech ready to be deployed, so any event is a “bump in the road” and does not stop the execution of the project.

The next line of quality assurance is a dedicated Velocha account manager that oversees the work being completed, so that he or she is ready to intervene immediately, if needed, to assure the project continues smoothly.

Coverage & Scalability

- National coverage including Hawaii, Alaska, Puerto Rico, and Guam
- 10,000 IT professionals
- Rollouts, break-fix, maintenance, warranty, non-warranty, training
- 24 x 7 coverage, 365 days a year
- Scalability- single install to projects with thousands of locations
- Certified professionals with minimum 5 years IT experience

Flexibility & Quality

- Flexible US/Canada network for on-site and professional IT services
- Composed of top tier solutions technicians
- Servicing partners are measured on response time, technical capabilities, professionalism and communication
- All professionals must maintain a minimum satisfaction rating.