

Velocha Services



Velocha provides a full suite of customized installation, rollout and support services for small-medium size businesses and Fortune 100 companies. Our comprehensive service enables our partners to access professional technicians throughout the United States and Canada, which are backed by our remote operation center and call center support team. We design and implement customized service programs for our clients by matching our suite of services seamlessly to our customers needs. Benefits to our clients include a single point of contact for all of your installation, rollout and support needs. Our competitive prices and flexibility allows us to be an innovative partner enabling our clients to exceed their goals.

On-Site Support Services

- SINGLE POINT OF CONTACT
- MULTI-TECHNOLOGY SUPPORT
- MULTI-VENDOR MAINTENANCE
- ON-SITE MAINTENANCE
- QUICK START PACKAGES
- THIRD-PARTY, OEM SMART HANDS
- SELF-MAINTENANCE
- CUSTOMIZED ALTERNATIVES
- COMPLEX NETWORK DESIGN
- OEM PRODUCTS
- THIRD-PARTY MAINTENANCE
- WARRANTY SUPPORT
- PROJECT MANAGEMENT
- WAN/LAN/PC SUPPORT
- CERTIFICATIONS
- TRAINING
- PROJECT MANAGEMENT
- INTEGRATION
- ROLLOUTS
- INSTALLATION
- REPAIR
- TIME & MATERIALS
- LOGISTICS
- UPGRADES
- CABLING
- SWAP-OUT SERVICES
- CALL ESCALATION

Call Center

TECHNICAL SUPPORT - DISPATCH - CALL MANAGEMENT – CUSTOMER SUPPORT - OUTBOUND CALLING

Velocha offers a full suite of call center party support solutions including call center, technical support and help desk, E-support, problem determination, dispatch and call management, customer service, inbound sales and order entry, Tier 1 and Tier 2 support services, nationwide DRTV response, and multi-language capabilities. **We manage and operate over 50 call centers** which are connected by a seamless, flexible, network. This gives us an unparalleled ability to quickly alter capacity to meet clients' needs, precisely matching agent skills and experience to type and call volume, and making our operations extremely efficient. Also, our sites are located in every region of the US, plus in Canada, which enables our clients to continue serving members no matter when the call comes in.

Velocha Services

Customer Support Services

- CUSTOMER SURVEY SUPPORT
- PROVIDE CLIENT "OVERFLOW"
- PROVIDE CLIENT "AFTER-HOURS"
- FULFILLMNET ORDER PROCESSING
- DISASTER RECOVERY "READY"
- PRODUCT RETURNS
- NEW PRODUCT RELEASES
- SPIKE HANDLING
- INTERACTIVE VOICE IN/OUT BOUND

- DATA ENTRY
- SPANISH SUPPORT
- APPOINTMENT SETTING
- EVENT TICKET PROCESSING
- PASSWORD RESET
- ECOMMERCE SUPPORT
- E-MAIL
- DATA MINING
- OCS (CALL MONITORING)
- WRITTEN SALES RESPONSES
- SHIPMENT TRACKING

Technical Support Services

- TECHNICAL SUPPORT
- PROBLEM DETERMINATION
- CALL MANAGEMENT
- ELECTRONIC SUPPORT SERVICE
- OEM 3RD PARTY SUPPORT
- PROPRIETARY SUPPORT
- CUSTOMIZED SUPPORT
- HELP DESK
- HARDWARE/SOFTWARE/ OS
- END-OF-LIFE SUPPORT
- 24 HR. 7 DAY OPERATION

- DISPATCH CALL MANAGEMENT
- AUTOMATIC ESCALATION
- PASSWORD RESET
- NEW PRODUCT SUPPORT
- PROVIDE CLIENT "OVERFLOW" CLIENT "AFTER-HOURS" SERVICE
- INTERACTIVE VOICE IN/OUT
- E-MAIL SUPPORT
- PROBLEM ANALYSIS & REPORTING
- PROBLEM RE-CREATION
- CALL TRACKING

Velocha Service Categories

- COMPUTER DESKTOPS & LAPTOPS
- CONSUMER ELECTRONICS
- DATA RECOVERY & BACKUP
- FLAT PANEL TV
- HOME THEATER
- NETWORKING
- HOME APPLIANCE INSTALL

- POINT-OF-SALE (POS)
- PRINTERS & COPIERS
- ROUTERS & FIREWALLS
- SECURITY
- SERVERS
- SOFTWARE INSTALLATION
- USER TRAINING

- VIRUS DETECTION/ REMOVAL
- VOICE-OVER-IP (VOIP)
- WIRELESS
- WIRING & CABLING

AND MUCH MORE!

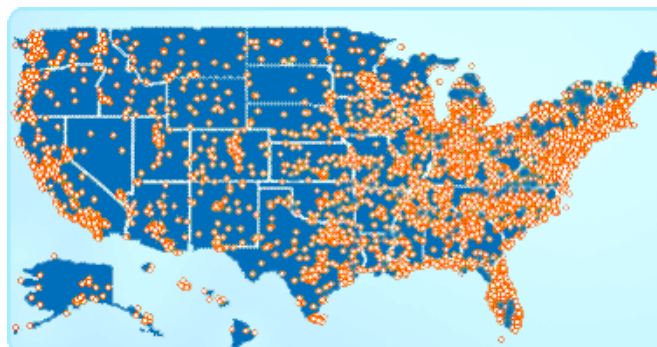
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Why Partner With Velocha?

We offer multi-vendor services, preventive maintenance, repair, and training for a wide range of services with a single point of contact and responsibility. In addition, Velocha provides a variety of additional services such as complex network design, project management, network monitoring, and integration services. Our services are designed to enhance the reliability and effectiveness of our customers' business computing environment(s). Velocha offers customers the entire spectrum of hardware and software service and maintenance options, from dedicated on-site maintenance to swap out services. Velocha's service strength lies in:

- **Account Management** - A representative will be responsible for providing assistance in identifying and resolving problems and monitoring performance at all your locations.
- **Field Organization** - Velocha's service team manages technical and internet applications with the efficiency and flexibility needed in the fast-paced world of business.
- With **over 7,000 professional technicians**, Velocha provides efficient, professional, and reliable technical support to companies, organizations, and clients all over the continental United States and Canada. From small businesses to Fortune 100 companies, Velocha offers the right solution at the right price
- **Customer Support Center** - The status of any call whether remedial or preventive, immediate or scheduled, can be determined within seconds enabling local management to monitor activity within their territory so they may escalate the application of resources and information as necessary. Reports generated by the system are used by management as well as technical personnel on a regular basis.
- **On Call Hardware Maintenance Service** - The Velocha repair philosophy is based upon achieving and maintaining maximum customer satisfaction. Velocha emphasizes reduced times-to-repair and improved response times.
- **Parts Management** - One of the key elements of equipment support is the strategic planning and placement of spare parts. We have the facilities and systems in place to ensure an effective distribution of parts to support your systems from coast to coast
- **Support Personnel/Field Training** - Velocha's Account Engineers average 15 days of formal training per year. An additional 10 day of training is done at local offices through Computer Based Training (CBT) courses that allow our engineers to keep abreast of new technology and product releases. Field personnel are reinforced by highly-skilled technical support engineers at several levels in a strong field support structure. This process is overseen and directed by qualified Velocha's managers.
- **Call Escalation** - System availability and uptime are critical to our customers. An Automated Alert/Escalation procedure is in place to monitor hardware and software problems. The following is our current escalation procedure and may be subject to change to accommodate new services, service enhancements or changes to repair philosophies. This procedure involves many levels of technical resources as needed for resolution of problems.

Velocha On-Site Support Locations



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