

The DecisionPoint Difference

Empowering your workforce with the best technology and the most accurate information to make the right decision at the right time...
the DecisionPoint.



DPS Workplace Services Portfolio

A key to an engaged, highly productive workforce is your ability to ensure their technology always works from anywhere. Our expertise in workplace services — combined with our focus on proactive and preventative support through evolved processes, best-in-breed technology, and great people — produces a high-quality, cost-effective solution to support your workforce. These services include:

- **Managed 24/7/365 Global Integrated Service Desk**
- **Endpoint Management & Automation**
- **Live, On-site Kiosk/Tech Bar Services**
- **Staffing & Implementation**
- **Integrated, Repeatable, Industry-Leading Processes**
- **Continual Service Improvement to Enhance Performance While Reducing Costs**

Exploring Workplace Services Offerings

Managed 24/7/365 Global Integrated Service Desk

- Technician Dispatch & Management
- Tier 1 & 2 Application & Hardware Support
- Cross Platform OS Support: Android, iOS and Microsoft
- MDM Support & Management
- Decisionpoint Software Support
- Service Desk/Ticket Reporting Via Portal
- Pro-active Ticketing
- Continual Service Improvement
- Knowledge Base Management
- Tier 1 -4 Networking Support

Endpoint Management & Automation

Predictive Support: Provides real-time problem detection, diagnosis, and resolution without human intervention needed to resolve the problem.

Proactive Support: Support provided by a Service Desk agent monitoring a dashboard that receives alerts from endpoint devices which have breached pre-defined thresholds or rules.

Reactive Support: An agent receives an inbound call. The agent uses the automated tool to push all possible resolutions to the endpoint device at once, instead of having to solve issues linearly.

End User Self-Service: One-click resolutions and service requests provided by our End-User interface. The user navigates through an easy self-service menu based on common or customized problem resolution "buttons."

Live, On-site Kiosk/Tech Bar Services

On-site Kiosk/Tech Bar Services provide you with a streamlined, digitally enhanced and customer-facing approach to your IT needs, including device repairs, tech advice and overall servicing, all right at your fingertips, within your location.

DecisionPoint Systems

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DPS Workplace Services Portfolio

Get started today!

Once selecting DPS Workforce Services, you immediately unleash your IT staff to focus on your business. Our monitoring and management tools along with a best-in-class support and governance process will keep your workforce streamlined with minimum downtime.

- **Cut Administrative Costs**
- **Reduce ongoing Support Costs**
- **Unleash Internal IT Resources**
- **Maximized ROI**

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Exploring Workplace Services Offerings

Staffing & Implementation

We leverage our proven technical resources to screen and ensure that the recruited talent can do what our clients need. We stay engaged with our deployed personnel ensuring they get the attention and feedback to increase their happiness and productivity.

- Proven National Recruiting Capability
- Simple Contract, Contract-to-Hire, and Permanent Placement
- Strong Ongoing Talent Support Throughout the Deployment
- IT Executive Search

Integrated, Repeatable, Industry-Leading Processes

- ITIL-based approach
- Service management manuals & technology-specific run books
- Two-way problem & change management programs
- Day-to-Day Delivery / Incident Management
- SLAs Monitoring / Knowledge Management
- Daily Project Management
- Service Lead Committees
- Daily Service Review / Problem Resolution

Continual Service Improvement to Enhance Performance While Reducing Costs

Program Management

- Relationship Management
- Change Advisory Board (CAB)
- Demand / Forecast management / Communications
- Service Delivery - SLA reporting
- Operations review (Weekly, Bi-Weekly or Monthly)
- Business Review (Quarterly or 2x Year)
- Contract Management

Executive Governance

- Steering Committee - Quarterly
- Objectives / Strategy / Innovation
- Pomeroy Client Advisory Board
- Executive satisfaction