

support

Technical Support Services

In today's world business revolves around two rules

Rule #1 Customer is the King

Rule #2 Read rule #1 again

A measure for any technical product success is directly factored from the support given, after sales of the product – “Technical Support Services”. An effective delivery mechanism of this support services is identified based on the type of the product, i.e. Enterprise Product (B2B) or Consumer Product (B2C). Independent of the product type, the expectation of the customer, be it Enterprise or Consumer is becoming more complex.

Some Enterprise Customers are more erudite of the product than the actual product technical support team. Such erudite customers would carry low threshold towards technical inadequacies during the support process. Hence it brings a challenging assignment for the support team to control and balance customer's threshold level. While on the other hand, the Consumer Product Technical Support success depends on the assistance received with the right blend of technical and cultural mix. Here the Customer delight is a matrix of comfort and attentive technical solution.

Goldstone understands many such complexities in delivering Technical Support Services and designs the appropriate support process driven by SLA's tailored to benefit each customer. Goldstone Technical Support resources have been providing services to customers for more than a decade. Goldstone's multi-lingual support expertise has enabled in delivering localized support in different countries.

Goldstone is specialized in providing right qualified resources while deploying cutting-edge technology to create world class technical support center for various customers worldwide. Our voice, e-mail, web and chat support ranges from simple "how to" queries to sophisticated trouble-shooting and support for complex products. Our technical support services include both enterprise and consumer products.

Supported Channels



Supported Process

- 24x7 Remote Support
- Pro - active monitoring
- Multi-lingual Support
- Field Support
- Assisted self - support
- E - Services

Supported Levels

- L1 Customer Support
- L2 Technical Support
- L3 Escalation Support
- L4 Engineering Support

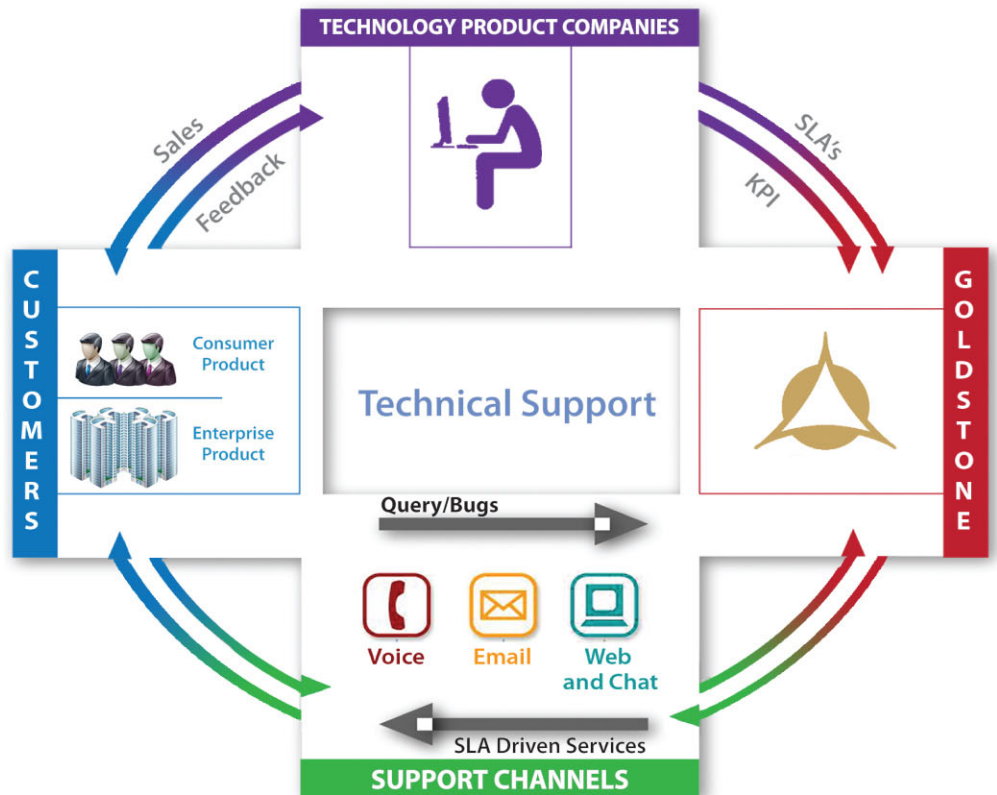
Supported Products

- Hardware
- Software
- Applications
- Infrastructure
- Solutions

Technology Partners



Goldstone Technical Support Process



Goldstone Value Proposition

- Strong Track Record
- Multi-Lingual Support
- Prime Vendor Expertise
- Flexible Engagement Models
- Systems to Support Commitments
- Skilled Resource Pool for Quick Ramp-up
- Adhered to International Quality Standards - ISO & ISMS
- SLA Driven Services Leading to Effective Delivery and Cost Savings
- Proven Expertise in Supporting Multiple, Complex and Mission Critical Technologies

Our top Clients



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