

# Helpdesk Service Provider Features

	Electronic Data Systems Managed WorkSpace Services	Fused Solutions Call Center Services	InTek Solutions Support Solutions	Mission Critical Technical Services Operations Center Services	Seneca Technology Support Solutions
Business model overview:					
Customer base	Small to carrier grade	Small to medium ISP/ASP	Small to large	Small to large	Large
Methodology	Full-service model	Partnership model	Insource	Full-service model	Partnership model
Experience:					
Length of service	36 years	3 years	3 years	3 years	8 years
Staff qualifications	Y	Y	Y	Y (MCSE minimum)	Y
Support coverage:					
On-site	Y	N (partner solution)	Y	N <sup>3</sup>	N (partner solution)
Inventory	Y	N	Y	Y	N (partner solution)
Software (CRM)	Peregrine Systems	SMS	Customer supplies	OCMS	beCyber CSS
End-user training	Y	Y (online only)	Y	Y (online only)	N (partner solution)
Delivery mechanisms:					
On-site scoping	Y	Y	Y	Y	Y
Tools	Y	Y	Y	Y	N
Terms and conditions:					
SLA	Exceeds	Satisfies	Satisfies	Satisfies	Satisfies
Tiers 1, 2 and 3 defined	Y	Y	Y	Y	Y
Systematic quality assurance:					
Customized management reports	Y	Y	Y	N <sup>3</sup>	Y
Web-based management reports	Y	Y	Y	Y	Y
Software	Peregrine Systems <sup>1</sup>	FS-SMS	Customer supplies	OCMS	beCyber CSS
Consulting	Y <sup>2</sup>	Y	Y	N <sup>3</sup>	Y
Implementation:					
Dedicated call representative	Y	Y	Y	Y	Y
Service 30 days post contract	Y	Y	Y	Y	Y
Estimated costs:					
Per user/month	N/A	\$13.54	N/A	\$10	\$9.75
Per computer/month	N/A	\$25/PC, \$27/Mac	N/A	\$45	\$14
Per incident	\$15-\$25	\$40	\$53.68 on-site, \$64.42 off-site	N/A	\$27.26
Annual cost	\$362,000-\$603,000	\$965,080	\$1.3 million	\$720,000	\$702,000
Supplementary material	Substantial	None	None	Sufficient	None

Y = YES N = NO

<sup>1</sup> REMEDY AND VANTIVE CAN ALSO BE USED.

<sup>2</sup> A.T. KEARNEY FIRM INCLUDED FOR IT CONSULTING.

<sup>3</sup> OPTIONS AVAILABLE ONLY TO FULL-SERVICE CUSTOMERS.