

Case Study

Sprint SMB Technology Support

Ocenture provides Private Label SMB Technology Support for Sprint.



End Biller Client: Sprint

Industry: Telecommunications

Region: United States

Contract Relationship: Wholesale, Retail, and Hybrid

Retail Product Cost: \$19.99 – \$25.99

Client Acquisition: Inbound Telemarketing for Business Solutions

Solution: Private Label, Technology Support Product

End User Client Integration: Private Label, Website Delivery



CLIENT'S NEEDS

When Sprint needed advanced whole office Technology Support for its highly coveted Sprint 360 business customers it decided to partner with Ocenture. In response to the launch of technology support programs by other major telecommunications companies, Sprint conducted a competitive procurement to identify a whole office technology support provider that could deliver a unique, feature-rich product offering at a fair price to its customers.

Sprint was interested in a comprehensive product offer for their Sprint 360 business division that could provide value added technical support for companies up to 100 employees. Sprint needed a product that could support multiple users under one seamless platform, and it wanted to ensure that all technology, from laptops to handhelds to servers, would be supported under one program.

Sprint required that all technical support be performed 24/7 using U.S.-based, Level 2 technicians. Sprint also needed complete system wide integration across its complex, proprietary technology infrastructure, and the entire project had to comply with the in-depth Sprint marketing and branding toolkit. The entire project needed to be completed and fully functional within 90 days of the contract Effective Date.

WHY OCENTURE

Sprint selected Ocenture as their technology support partner based on our ability to deliver a unique, highly customized private-label program that put Sprint's brand front-and-center throughout the customer experience. Ocenture provided Sprint, within its allotted time constraints, a complete hosted solution under the Sprint brand, ITHelpDesk360.com. The entire ITHelpDesk360 platform was integrated into the Sprint ecosystem, and it provides real-time data across multiple platforms.

Ocenture delivered a comprehensive, feature-rich product at below-market rates using 100% US-based technicians providing remote technology support by phone or Internet, 24/7/365. The solution includes a unique, onsite support feature, where Ocenture provides and manages access to a network of over 14,000 certified technicians that deliver on-site support at highly discounted rates compared to other competitive products. Each member enrolled in the technical support program receives the award-winning BitDefender Antivirus software, which is a valuable, tangible benefit. Ocenture also created a Platinum product that includes remote support, onsite support, Antivirus software and secure cloud-based data backup solutions.



Product Benefits & Overview



Remote Support

24/7 Remote Technical Support utilizing live, certified computer technicians via toll free phone delivery or online chat interface.



Onsite Support

50% off retail rate for onsite support delivered through 14,000+ award-winning, credentialed and insured technicians. In-home or in-office support, direct to the consumer.



Online Data Backup

Enterprise-class remote data backup solutions, including backup, sync, and share capabilities that support data security and recoverability across an unlimited number of devices. Members receive 100 GB of free storage space.



Antivirus / Antispyware Software

Member receives a free version of Antivirus / Antispyware Software. Member can also purchase additional units at up to 35% off the retail rate.



Self Help Database

Members have free unlimited access to our self-help database, with over 120,000 self help topics.



Best Practice Assessment

Private branded BPA designed to assess computer and network configurations, and provides recommendations to improve their computing experience.

United States

Corporate Headquarters:

6440 Southpoint Parkway
Suite 300
Jacksonville, Florida 32216

Mailing Address:

PO Box 1559
Ponte Vedra Beach, Florida 32004

(904) 766-1600 Voice
(407) 393-5517 Fax
us@ocenture.com

Romania

Str. Pantelimon Halipa nr. 13B
Iasi, 700661 Romania

