

technical support

A well-designed, well-marketed technology product is just the beginning. High-quality, experienced technical support is a key driver of customer satisfaction — and overall product and business success. Choose Concentrix for your technical support needs, and you'll benefit from our over 25 years of experience building and managing call center operations for Fortune 1000 clients.



True business success depends on customer satisfaction

QUALITY SUPPORT FROM THE START

From project planning to ongoing operations management, our implementation process ensures a seamless and efficient transition. We'll also recommend process and technology efficiencies that improve customer satisfaction and optimize your investment. We offer the following to ensure that you and your customers are receiving support that exceeds expectations:

Comprehensive training — your designated agents are immersed in and tested on your organization's culture, branding, technology, quality standards, and more

Certifications — Microsoft, Avaya, Cisco, HDI, and Linux certified agents; ISO 9001-2000 certificated facilities

Management — COPC metrics are applied; programs are managed to surpass service level targeted; 10:1 agent to team captain ratio; custom reporting available

Scalability — add 100 FTE per program, per site, per month domestically; over 100 FTE per month offshore

"Best shore" delivery — two domestic, two near-shore, and nine Asian locations provide true business continuity and value with 24-7-365 support in 12 major languages

About Concentrix. Concentrix maximizes the long-term value of our clients' customers with solutions that support the entire customer life cycle. Delivering from 25 world-wide locations, in 12 languages, and supporting over 14 million interactions a year, we give our clients the global voice and reach essential for business success. Concentrix is a wholly-owned subsidiary of SYNnex Corporation (NYSE: SNX), a Fortune 500 company.

A LEVEL OF SUPPORT FOR EVERY CUSTOMER, EVERY CHANNEL

Since technology products and customer knowledge can range from basic to advanced, Concentrix technical support solutions are designed to cover the full spectrum. And, since technical problems don't always occur during regular business hours, we can provide 24-hour voice and cost-effective online assistance.

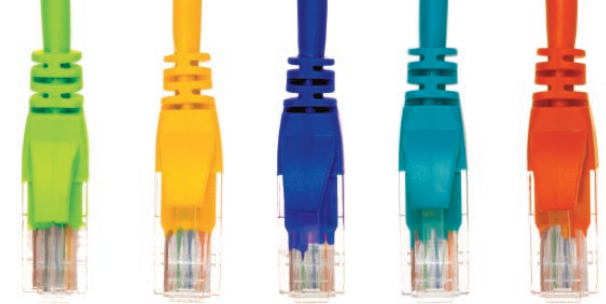
Self-help support gives your customers access to online self-help tools, including knowledge base information, FAQs, how-tos, and product specs. We can build your library from scratch, or compile existing information into one, easy-to-access location.

Tier 1 includes basic support such as:

- 1st line customer contact
- Warranty and entitlement verification
- Pre-sale and product support
- Up-sell, cross-sell and retention programs
- Customer information gathering
- Issue determination and resolution

Tier 2, intermediate support, includes:

- Technical escalation resolution
- Root cause analysis



Learn how partnering with a global leader can benefit your organization. Call Concentrix at 1.800.747.0583 today.

- Platform, process, and procedure specialization
- Administrative-level support
- Remote assistance
- Industry/vertical-specific support

Tier 3 advanced support:

- Engineering-level assistance
- In-depth analysis of problem resolution
- Additional training levels and certifications

SUPPORTrix is a voice and online "pay for support" revenue-sharing model. When customers request out-of-warranty or out-of-scope assistance they are referred to SUPPORTrix and your company shares in any resulting revenue.

