

Vendor Management

Get better, faster support for your third-party hardware and software investments with one point of contact for all of your vendor relationships.

Stop Dealing with Third-Party Support

Manage your business relationships, not your hardware and software vendors.



Have you ever dealt with frustrating phone support from a third-party vendor? Sometimes these basic issues with basic answers can span for days at a time without a resolution. We know you don't have time to deal with this situation. Third-party

technical support can run you around in circles before getting to the point, when what you really need is for operations to return to normal as soon as possible.

One Support Number

Take advantage of a single point of contact for all of your IT vendors.

With Pulse Technology Solutions Vendor Management solution, you can take advantage of our vast network of vendors who we've built relationships with. This is a major part of our responsibilities as IT professionals. We also know our clients' IT infrastructure, goals and differentials much better than any third-party vendor ever could.

When Pulse Technology Solutions manages your vendor relationships for you, this means you get a single point of contact for all of your more cost-

effective than if you were to call your vendors' troubleshooting and support needs. In many cases, support hotline. When the issue requires a call to our technicians can provide the solution faster and the vendor, we make sure to handle the issue for you so you can concentrate on your business.

Virtual CIO

Get a dedicated account manager who knows your IT inside and out.

With Pulse Technology Solutions, you don't just get enterprise-level IT services. You get a dedicated IT professional, who we call your Virtual CIO, that wants to help you succeed in your business endeavors. This is why we provide consultation services designed to help you make both simple and complex IT decisions alike. If it's time to expand, upgrade or integrate new technologies, all you have to do is contact your Virtual CIO.

Your Virtual CIO fulfills a comprehensive list of duties and roles in the management of your IT such as:

- Dedicated account management.
- Alignment of IT with core business objectives.
- Monthly/quarterly meetings.
- Budget creation, management and review
- Procurement assistance.
- Complete lifecycle management.
- Platform and software recommendations and configuration support.
- Warranty and vendor agreement tracking and management.

Features

- IT Consultation and Recommendations
- Comprehensive Support for All Hardware/Software Vendors
- Warranty Management and Documentation
- Single Point of Contact for All IT Vendors
- Dedicated Virtual CIO

Benefits

- No more incredibly long hold times or pointless call transfers.
- Your goals are our goals - we know your IT inside and out where a third-party vendor doesn't.
- Full documentation of new IT vendor relationships, warranties, account credentials, and much more.
- Dedicated account manager to handle warranty, lifecycle, and project management.

Get Proactive! Call Us TODAY!

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