

Overcoming margin compression with managed services

Introductions



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The Challenge: Margin Compression

- Strong Competition
- Commoditization of Services
- Technological Evolution
- Customer Price Sensitivity
- Increasing Operational Costs

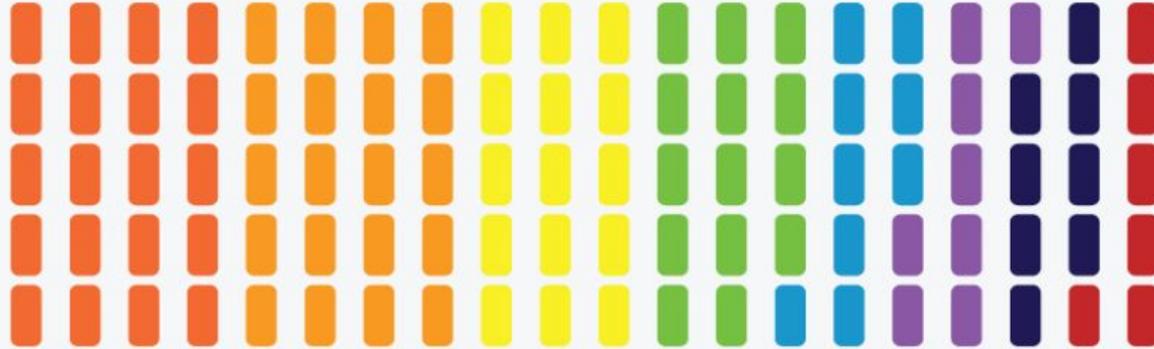


Combat the Problem

- Adopt a Subscription or Recurring Revenue Model
- Focus on Customer Retention and Expansion
- Explore New Markets and Diversify Revenue Streams
- Strategic Partnerships and Alliances

Planned IT Budget Allocations in 2024

(as a percentage of overall IT spending):



20%

Software

20%

Hardware

15%

IT Labor

14%

Hosting/Cloud-Based Services

9%

Managed Services

8%

Telecommunications

8%

Facilities and Power

6%

Internal Services

SmartSupport: An Introduction

Access to cloud experts
anytime, anywhere,
whatever the problem



100K+

Interactions Annually

Providing support and onboarding services for cloud apps, endpoint devices, and more.

96%

First Call Resolution

We aim to resolve your questions or issues on the first call, with no follow-up needed.

95%

Customer Satisfaction

Customers rate us highly for end user and admin support services.

Flexible Support Subscriptions

Designed to help customers get the most out of their cloud investment

	SmartSupport for Google	SmartSupport for Microsoft	SmartSupport Premium
Service Hours	24x7x365	24x7x365	24x7x365
Support Levels	Level 1 / Level 2 / Level 3 Google	Level 1 / Level 2 / Level 3 Microsoft	Level 1 / Level 2 / Level 3 Vendor
Customers Supported	Admins / End-users	Admins / End-users	Admins / End-users
Support Channels	Phone / Chat / Email / Web Portal	Phone / Chat / Email / Web Portal	Phone / Chat / Email / Web Portal
SLAs	Priority 1: 1 hour	Priority 1: 1 hour	Priority 1: 30 minutes
Support Scope	Google Applications	Microsoft Applications	Helpdesk - Devices & Cloud Applications

Covered by SmartSupport Premium

Operating Systems

- Install and reinstall
- User management
- Updates and drivers
- File and printer sharing
- Security settings
- Automated updates
- Data backup and transfer
- Error troubleshooting

Malware and Virus Removal

- Viruses, malware, spyware, ransomware removal
- Pop-up blockers
- Anti-virus software
- Firewalls
- Security patches

Browsers

- Installation and navigation
- Configuration and customization
- Performance optimization
- Add-ons and extensions

Cloud Applications

- Microsoft
- Google
- Adobe
- Intuit
- Sophos
- Zoom
- And many more

Social Media

- Account creation and configuration
- Connect with contacts
- Privacy settings and best practices
- Sharing settings

Peripheral Management

- Printer/Scanner/Fax setup
- Wi-fi printer sharing
- External hard drive setup and management
- Bluetooth device setup
- Connect monitors
- Setup docking stations

PC Hardware Device Support

- Laptops
- Desktops
- Chromebooks

Tablets and Mobile Devices

- iPhone and iPad
- Android tablets and smartphones
- Windows tablets and smartphones
- Apple Watch
- Kindle
- Nook

Networking Devices

- Wireless routers and modems
- Hotspots
- Wired routers

Business AV Technology

- Interactive whiteboards (Smartboards)
- Chromebox for Meetings
- Smart TVs
- Projectors
- Webcams

Managed Services Offering (VNOC)

Tool - VEEUE pronounced “view”; built on ServiceNow and LogicMonitor - best in class platform

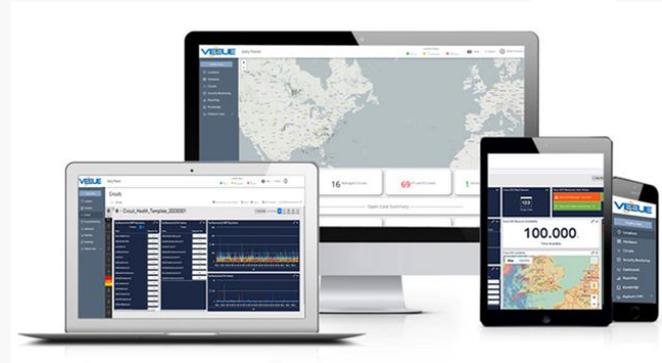
Carrier & Equipment Agnostic - Any carrier, any circuit type, any technology, any location, globally

Customer Focused - Built around the customer versus having the customer fit in the “Carrier Product Box”

24x7x365 - 221,000+ Trouble Tickets worked in 2023, around the clock support (605/day or 25/hour, year round)

Issue Resolution - Triage, isolate with issue resolution with real time customer status

Sales Close Rate - 80%+ with a demo of the portal!



Sales Engagement & Next Steps: Utilize Our PSS Team!



The Power of Managed Services

- Recurring revenue stream that stabilizes cash flow
- Higher margins than traditional hardware sales
- Improved customer loyalty and retention
- Scalability without a proportional increase in costs
- Seamless integration

Conclusion

- Managed services combat margin compression effectively
- Scalable, high-margin solutions
- Designed for partner success
- Co-selling to make your added value easy
- How can we help you grow?



Assets and resources



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Thank You

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