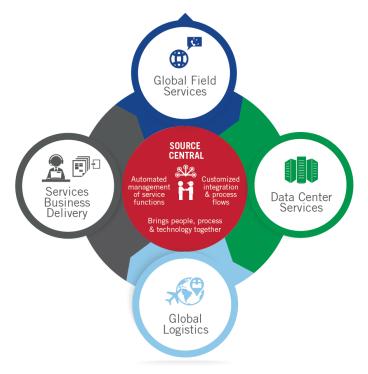# Source Central

Your customers look to you for all their technical support needs – everything from installation and break/fix services to parts replacement and shipment. To deliver the support your customers want over such a broad span of work, you may have had to deal with managing multiple partners and service delivery organizations. It is common in scenarios like this to have to manage the complexities of delivering an integrated services program to your customers. After all, juggling the various sources of information and tracking down updates that are coming from multiple places can be frustrating and inefficient. Source Support Services offers a solution: we deliver a wide variety of support and deployment services all around the globe on a daily basis. Source Central, our automated services platform, gives you real-time visibility and insight into the status of those services.

At Source, we are dedicated to bringing you and your customers the best quality support and customer satisfaction. Whatever your service needs, Source is here to ensure your success throughout your business cycle. To do that we use an efficient business model and interconnected services platform that allows providers to flexibly turn on capabilities and manage them from a single point of control. This platform, called Source Central, brings all of Source's people, process and technology capabilities into one automated view which you can integrate with your service management systems so you're not burdened with managing disparate partners, interfaces and processes. As a result, it reduces overhead costs and enables quicker, higher-quality customer service.

# Source Central Capabilities

## Source Central

Source Central is our powerful software platform that unifies and automates our capabilities and delivery processes across our comprehensive services portfolio and provides real-time visibility for our partners and the services they employ with us. This platform enables us to manage service events every step of the way from one single point, thereby increasing our efficiency to deliver services for your customers. We use Source Central to log case notes, locate and dispatch Source Techworks resources, dispatch and track parts and post real-time status updates as each service event progresses.

## Source Central Integration

The power of Source Central is realized when our partners integrate their service systems. We can integrate with your systems either via salesforce.com APIs or through web services. There are three components of integration: case and dispatch, entitlement and parts and logistics.

Allows you to integrate your business with our system so that you can track and manage all your services from one location

Reduces human error and missed information

Combines all the information we need to ensure your customers receive the highest quality from start to finish

98% or better SLA Success Rate

| Case & Dispatch | Entitlement | Parts & Logistics |
|---|---|---|
| • Log incident tickets with site & contact information, estimated arrival times for part or service engineer and any asset information<br>• Share live updates to track progress of the event | • Deliver an ongoing data sync to be proactively prepared for future service delivery<br>• Information shared includes: Asset information, serial numbers and contract information related to start and end dates, service level agreements and locations | • Gives visibility into our available forward stocking locations around the globe, your master parts list, customs information, advanced shipping note to purchase order and transfer orders |

Once integrated into Source Central, service events can be handled at a system level so you can dispatch, track and manage every service that Source provides. This level of integration keeps us in sync, removes human error and keeps you informed every step of the way. It also keeps us informed of any updates or needs that your business requires.

## Portal Services

We also provide user-level access to Source Central via a portal view for your business. All the information that is most important to you like case documentation and status updates is always accessible through this portal. We offer a standard portal to access this information, but if you wish we can customize the portal to better suit your business needs. Customization includes branded dashboards, an increased number of user licenses and integration capabilities beyond the standard portal offering.

**WELCOME**

**Customized portals and documentation**

SOURCE
SUPPORT

## Case Management

Through Source Central you are granted access to the following case management modules:



**CASE MANAGEMENT SYSTEM**

✓ 24/7 SUPPORT SERVICES

✓ ON-SITE SUPPORT

✓ LOGISTICS

✓ INSTALLATION SERVICES

So whether you would like to see an update on the status of a part delivery, learn the time our Techworks resource expects to arrive on-site, know the current status of an installation at one of your customer's sites or even submit event level feedback to tell us about your experience, Source Central is your place to manage all of it.

Another important capability you have through Source Central's case management is the ability to describe your preferences of how you would like us to represent your brand as we perform your services. We then use these preferences as our "Way of Working" on your behalf. These preferences enforce the processes we follow while working each case and how we handle on-site services. They will also include any specific training requirements and skillsets necessary for our Source Techworks partners that will be dispatched for on-site services.

## Managing Additional Services with Source Central

If you already have a services portfolio with Source but are looking to expand your services capabilities, Source Central makes it easy. As your business services grows and develops with us, so does your access and visibility through Source Central. Any new services you set up with us will be added to your existing Source Central portal so you always have visibility into every service we provide you.

**Data Center**

**Global Field**

**Global Logistics**

**Business Delivery**

**SOURCE** SUPPORT

# Our Difference: People. Process. Technology.

Source Central is the foundation and culmination of all our work experiences at Source Support Services. It combines people, process, and technology in a way that allows us to deliver quality and success for each engagement. Unlike other service providers, Source understands that process alone is not enough. Our processes are put in place both internally and externally to ensure that every level of service, from the way we answer phones in our Support Operations Center to the way our Source Techworks members interact with your customers, is consistent around the globe.



## People

Source makes sure people are at the center of all our service events. From the moment your customer calls our U.S.-based Support Operations Center to alert us of a challenge they are facing, they will to speak directly with one of our Support Specialists who will guide them to the resolution they need in a calm, professional manner. Our Source Techworks community members are another crucial aspect of our service delivery capability. This global network of over 12,000 service professionals has the best understanding of prominent technologies in the industry and how they are evolving for the future. In turn, this unique knowledge is passed along to your customers in the form of expert-level engagement.

## Process

Our approach delivers high-quality engagements and a consistent service experience across your customer base. To create this experience, we start by learning your products. Our training is then specifically designed to educate and assess our professional network in a standardized and scalable way. This training is delivered through Source Academy, which utilizes eLearning modules to certify both our employees and our Techworks community around the globe so that every interaction you or your customers have with Source is consistent and meets your expectations for both quality and customer service.

## Technology

Because Source Central is technology-driven, it reduces human error and missed information. Managing cases, sales, logistics and automation in one centralized place allows us to be sure we won't miss anything so that our service delivery exceeds your expectations every time. The integration capability provides you with an efficient framework to compete on a global scale now and into the future.

Source is dedicated to providing the most effective services to you and your customers. We want to be sure we are delivering services with the quality that you and your customers deserve, while maintaining efficient two-way communication so you can track and manage each service every step of the way. Integrate your business with Source Central and see how our people, process and technology combine to create a 98% or higher success rating on our service level agreements.

**SOURCE** SUPPORT