



Uninterrupted Operations with Minimized Administrative Cost for Multinational Auto Parts Retailer



Challenge

A multinational auto parts retailer required an **IT Support** partner to provide help desk services, onsite desktop support, and replacement parts support to more than 10,000 repair centers and thousands of stores in the United States, Canada, Caribbean, Mexico, and Latin America. With hundreds of thousands of automotive parts to track and distribute everyday, the company needed a **robust single-source IT partner to minimize administration costs.**



Solution

Our team ensured uninterrupted operations of 10,000+ locations by providing three-tier support for the retailer—first tier phone support, second tier onsite support and a third tier of asset management for parts and replacements.

IT SUPPORT SERVICES. Our help desk resolved issues quickly over the phone whenever possible. We dispatched skilled field service technicians to address onsite problems when remote resolutions were not possible.

IT ASSET MANAGEMENT. Our technicians managed asset repair and replacement logistics to track parts, repairs, and replacements for advanced exchange warranty and post-warranty support for PCs, servers, workstations, and printers.

RESULTS

- Uninterrupted operation of 10,000+ locations across North and Central America
- Minimized administration costs
- 100% of SLA requirements achieved
- 97%+ first call resolution rate

IMPACT

“Enables us to focus on our customers”

*“Our relationship with [the team] extends beyond service delivery. As a single-source provider [they] not only **minimize administration costs**, but also enable us to **focus on taking care of our customers**, not on computer hardware.”*



Contact us to transform your technology today

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