



Solution Brief

OneCall Support Services

Your single point of contact for multi-OEM product support

How does a business stay relevant in a fast-changing world? Organizations need to transform. IT leaders need to look for opportunities to drive efficiency. Managers of IT organizations need to free up their teams to focus on innovation.

There are potential benefits to be attained from the consolidation of technologies into hyperconverged and cloud, as well as shorter development cycles. However, there is also often plenty of room for improvement within IT operations. Key considerations include such things as: How can you optimize? How can you reduce rework? How can you improve troubleshooting and IT staff experience? How can you leverage a third-party to help you better prioritize and address key business objectives?

Insight OneCall™ is a single resource for qualified and certified engineers that deliver round-the-clock support for select compute, network, storage, and cloud products, even those we don't install.

- 24/7/365 monitoring and incident management
- Cost-effective real-time support for streamlined issue resolution
- Fast access to engineers with no triage — we get you to the right skill set, right away
- Full visibility through web-based tools for opening/tracking issues
- Flexible support, including remote and network management
- Consolidation of support partners — no need to contact 3–4 different support vendors — make one call to address multiple OEMs
- Expert help from the same company that designed and deployed your solution

Don't just call — resolve

Hundreds of clients choose OneCall for multiproduct support because it allows them to go from issue to resolution with one committed partner. Our team doesn't just understand the technologies you have in place, but how they work together in your unique environment. By streamlining incident resolution, OneCall frees you to focus on strategic initiatives.



Not a middle man

We resolve >90% of incidents in-house. Only a small percentage is escalated to OEM care.



Automated alerts

When a hardware or software product includes automated alert capabilities and self-technology as part of the solution, we relieve you of manual burden by using automation to create and resolve support incidents with reduced effort from your team.



OEM trusted

Leading technology vendors don't trust just anyone with product support — they certify us, they partner with us as we build the programs together, and as a result, they trust us.



Fast as possible

Average response time of 15 minutes for critical/P1 issues lets you contain risk and improve business continuity.



Full-stack expertise

Get skilled support with storage, network, compute, and software.

Our partners

We are endorsed by leading OEMs, including:



- #4 largest Cisco Gold Certified Partner
- Data Center Unified Computing Authorized Technology Partner
- Multiple Master-level certifications



- #1 North American support provider
- 2X the size and volume of the #2 provider



- Platinum Partner
- 1st U.S.-based FlashStack™ Authorized Support Partner



- #1 Technical Support Partner Program provider



- Platinum Partner
- Managed Security Service Provider (MSSP)-certified
- Authorized Service Center (ASC)-certified



- 1st and only support services partner
- Cohesity Growth Acceleration Partner Program member

+ Dell EMC, Hewlett Packard Enterprise, Nutanix, Oracle, Juniper Networks, Pulse Secure, Quantum, Brocade, Park Place Technologies, Commvault, VMware, IBM, Intel, Veeam, Rubrik

+ Multicare for end-of-life hardware support and resolution through third-party hardware partners

Success stories



Scenario:

A large ISP was transitioning key infrastructure components from one vendor to another and needed support throughout the process. Their legacy vendors were making this a difficult task.

Outcomes:

OneCall provided multivendor support as an independent service provider, helping the client circumnavigate vendor politics and stay focused on keeping the business running. Support services covered their technology, and our extended back office teams assisted with inventory management, contract creations, and renewals.



Scenario:

A Fortune 500 transportation logistics company has a very large storage footprint, with multiple solutions integrated with their central technology, NetApp — all of which has made it complicated to secure adequate and timely support.

Outcomes:

OneCall engineers have extensive experience supporting NetApp® solutions and integrations with other vendor technologies. Our high-touch, solution-centered methodology has benefited the client with speedy diagnostics and issue resolutions, no matter where problems first arise.

Realize meaningful results

Staying viable in the modern world is a balancing act between managing day-to-day needs and driving transformation. Insight OneCall can help you address current priorities and enable your IT organization to deliver more value for the business.



Improve IT
service levels



Reduce risk



Increase
efficiency



Control
expenditures

Looking for even more operational support?

Ask us about our [Managed Services](#) and/or [Residency Services](#). CDCT also offers critical [services for IT transformation](#), from [assessments](#) to [migration](#) and [consolidation](#).

Meaningful solutions driving business outcomes

We help our clients modernize and secure critical platforms to transform IT. We believe data is a key driver, hybrid models are accelerators, and secure networks are well integrated. Our end-to-end services empower companies to effectively leverage technology solutions to overcome challenges, support growth and innovation, reduce risk, and transform the business.

Learn more at:
insightCDCT.com | insight.com

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