

GET BACK TO SELLING

Providing support services is an essential part of your business, but it competes with the time you need to focus the efforts that make your business grow. In a sense it is a 'necessary evil'.

Partnering with Outsourcive provides you with the confidence that your existing clients are receiving the absolute finest care, while providing you the freedom, and time, to close new business each and every month.

We can provide you with:



CONTACT SUPPORT

Single point of contact and provisioning coordination



ORDER MANAGEMENT

Quote assistance, paperwork, processing, submission, & more



BILLING RESOLUTION

Credits, post-sale issues, escalations, & more



ORDER TRACKING

From submitted to commissioned

CONTACT US TODAY!

See how we can change the way you power your back office.

DEDICATED PARTNER SUPPORT REP

	TIER 1	TIER 2
Single Point of Contact	✓	✓
Onboarding Services	✓	✓
Onboarding Services for Subs		✓

PRE-SALE

Quote Assistance & Order Review	✓	✓
Liaison with Suppliers	✓	✓
Training: Supplier Extranets, Quote Tools & Order Paperwork		✓
Supplier Escalation Assistance	✓	✓
Assistance with Completion of Paperwork and Submittal *	✓	✓
Special Pricing Requests		✓

POST-SALE

Liaison with Suppliers	✓	✓
Supplier Escalation Assistance	✓	✓
Provisioning Coordination with Supplier and End-User *	✓	✓
Training: Order Submission		✓
Order Tracking from Submitted to Commissioned	✓	✓
Customer Billing Audits on First Bill	✓	✓
Commission Payment Audits/Commission Inquiry Processing with Supplier		✓
Coordination of Supplier Resources	✓	✓
Resources for Paperwork, Order Processing & Implementation Project Management	✓	✓
Supplier Escalation Assistance	✓	✓
Completion of Paperwork, Order Submission, Confirmation	✓	✓
Customer Interface	✓	✓
Coordination with CPE Vendors	✓	✓
Billing/Credits/Post-Sale Issues/Escalations	✓	✓

* (Non-LEC)