

MacSystemsConsultants,LLC

**Empowering the Individual
Through Cutting Edge Technology**

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Corporate Strategies

Following is a detailed description of the framework which we have adopted in providing superior technical & consulting support our valued corporate clients. The benefits which accrue to all parties are evident, but feel free to inquire further in the event of any additional questions.

The job typically begins with the needs analysis phase of the consulting process. Oftentimes a joint conference with the internal IS departments of our corporate clients can be a useful prelude to support, by properly defining the symptoms in evidence as well as the priorities of the client, as articulated by their employees. Ordinarily, we schedule the timing of this meeting at the beginning of the onsite session, to enable us to subsequently proceed with onsite vendor contact, research, & followup tech support, in order to successfully resolve the issues at hand.

We typically assist our clients in resolving tech support issues via a phased approach. Experience has shown that it is most effective to deal with specific tech support issues sequentially, thus giving the client greater control over both the pace of support & concurrent level of engagement.

At the initial onsite session we will do a verbal needs analysis with the user(s) of the computers, peripherals, & other devices in question, in order to identify the relevant support issues. Based on a combination of both our observations & the priorities of the client, we will establish the appropriate strategy indicated. Periodically this process will involve vendor contact via phone or website to properly refine the approach, & additional support issues may be subsequently identified which were not originally evident. This ala carte approach allows our clients to maintain the level of direct engagement which suits both their individual priority needs & comfort level.

It has become self-evident from past experience that attempting to provide a comprehensive solution to the symptoms at hand in the abstract, without actually entering into the support process itself is of limited effectiveness. Due to the fluidity of the process, although we can provide a general preliminary verbal framework for resolution, it would be counterproductive to submit a specific proposal prior to engaging in the actual support process. Our constant goal is to provide the greatest efficiency in reaching the optimal solution as rapidly as possible, in collaborative partnership with our valued clients.