

Your **Single Source**  
for Global Technical

## S u p p o r t

What does technical support cost  
our organization?

Are we getting the most accurate  
technical information?

Is our help desk trained on the  
latest technologies?

Are we tracking and improving  
support performance?

How well are we supporting our  
international end-users?

If you find some of these questions  
difficult, you're not alone.



**StreamLine**  
**Support**  
**Services**

## It's a whole **new world** o u t t h e r e

The introduction of innovative environments like Microsoft's Windows 95 creates a new challenge for every PC user. Certainly new operating systems and applications pose a challenge, but the way people work — when and where — has changed as well. From the office, from the road, and from home, users increasingly require help 24 hours a day.

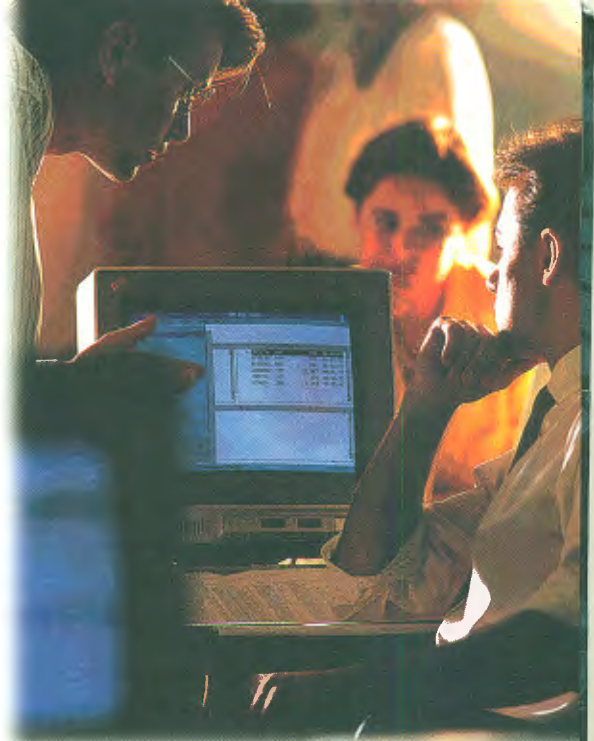
### **Never before has dependable technical support been so critical**

In companies of all sizes, in all industries, IS managers are burdened with an increasing demand for expert technical support. Yet, at the same time, with shrinking internal resources, global competition, and greater productivity demands, most businesses today are experiencing pressure to reorganize, downsize, and rightsize. More importantly, though software prices have come down, the expense of technical expertise has not.

### **The cost of technical support is growing**

The overall cost of PC ownership has more than doubled in recent years. In fact, according to a recent report from the Gartner Group, the average PC user requires as much as \$7,700 in technical support over a five-year period.

Users can spend hours waiting in queues on the software vendor's technical support line. And because remote technical support isn't familiar with the caller's multi-vendor hardware and software configurations, problems often never get solved at all. In addition, "underground support" — users seeking technical support from other users — provides faulty solutions and undermines productivity. These problems all add up to significant overhead expenses for an organization.



## **It takes an expert resource to deliver Reliability.**

At Stream, we offer you the resources of the world's largest independent PC software support organization. Our technical expertise can help you meet the increasing demand for support and improve end-user productivity — without additional investments in staff and equipment.

StreamLine Support Services provides an expert, single source for virtually any technical requirement. Our services can be tailored to your specific multi-vendor, multi-platform needs — whether to supplement your own in-house technical support team, to provide end-user support, or to cost-effectively outsource your entire technical support department. These services translate into significant cost savings, higher productivity, and greater job satisfaction for your entire workforce.

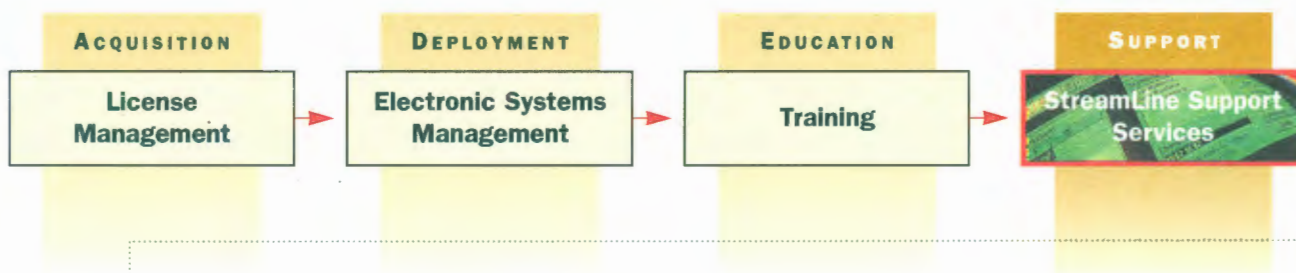
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**Stream IS Desktop Software Management**

Stream is the industry leader in Desktop Software Management solutions for all corporations. We turn your difficult software challenge into a managed software environment through the implementation of our complete suite of solutions:

- License Management
- Electronic Systems Management
- Training
- StreamLine Support Services

Stream's Desktop Management Services allow you to easily and cost-effectively acquire software, deploy it throughout your organization, train your end-users, and support them as required. And as a Stream customer, your organization can now enjoy four strategic desktop software management advantages — Customization, Globalization, Speed of Deployment, and Cost Reduction.

**StreamLine**

**A vital part of Desktop Software Management**

Whether you're a small-to-medium-size company with limited demand or a large enterprise with thousands of desktop systems, Stream optimizes end-user and technical support group productivity by providing fast, accurate answers to software questions. And we can design a cost-effective program tailored to your requirements.

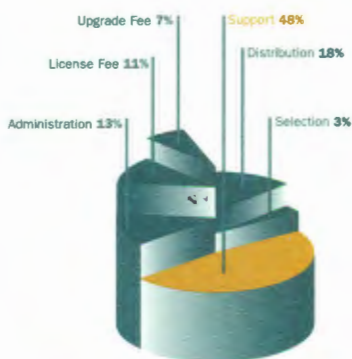
Outsource your entire technical support program. Stream will manage all your help desk activities to save you the expense of building and maintaining your own systems and support group so that you can focus on your core business.

Supplement your own in-house support programs. Our technical staff can handle peak load and off-hour calls or can support specialized technologies.

Expert second-level support. Stream is an ideal resource for your in-house support team to help it handle unusual system conflicts or unfamiliar network operating systems and applications.

As the world's largest single provider of software and services to corporate and institutional organizations, Stream offers distinct advantages over ordinary technical support providers.

OVERALL PC SOFTWARE COSTS



SOURCE: GARTNER GROUP

**Solid vendor relationships**

- partners with major publishers
- priority support from software vendors
- access to beta site and prerelease versions of new products

**Strong technical expertise**

- support for new products on ship date
- support during major version upgrades and migrations
- expertise for over 1,000 products
- 7 by 24 support for over 50 major applications
- provide support for over 4 million calls per year

## StreamLine Support Services

a t w o r k

### Boston-based financial firm invests in StreamLine Support




One of today's leading investment firms selected Stream to help support its end-users and technical support group in their use of over 50 different applications. The firm depends on Stream's superior technical expertise as evidenced by the 1,000 assistance calls it makes to StreamLine every month. Stream has become a strategic partner by providing a dedicated team of specialists to provide 7 by 24 support, customized procedures and quarterly reviews to ensure excellent service levels.

### Financial institution banks on Stream

Stream provides a large midwestern financial institution with outstanding end-user support, responding to more than 500 calls per month. Of the support providers initially considered, only Stream would commit to a guaranteed 40-second response time, providing the fastest resolution to end-user problems. Stream continues to provide the most complete support through electronic call dispatching, 7 by 24 support, and monthly service level reviews.



### Chip manufacturer achieves world-class international support



A large chip manufacturer looks to Stream to provide world-class international end-user support to over 4,000 callers a month. After analyzing call patterns and most frequently requested support, Stream assembled and trained a dedicated team of specialists. Since Stream now provides custom application support, 7 by 24 support, joint training programs, and quarterly service level reviews, the customer can focus on more important challenges rather than constantly addressing productivity issues.



## Is your technical staff stretched to the limit?

### Help is at your fingertips

The StreamLine component of Stream's Desktop Software Management services is designed to let you offload all or part of your technical support requirements and free up your staff to provide training and other services you need to keep your users as productive and self-reliant as possible.

Stream offers your organization a versatile strategic partner that can immediately apply the right resources when you need them the most. You can use StreamLine to handle peak volumes, take care of off-hours and weekends, or support specialized applications.

Stream is the world's largest independent provider of software support programs. Our technical expertise can help you meet the increasing demand for support and improve end-user productivity without additional investments in staff and equipment.

**To learn more about StreamLine and Stream's comprehensive Desktop Software Management program, call us at**

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