



Enterprise Solutions



Why choose C3i?

We provide global 24x7 multilingual support with over 95% customer satisfaction.

The business effectiveness of your organization requires a perfectly designed IT support system.

Are you losing productivity because your office professionals have to take time out of their day to deal with minor software or hardware issues? Time and money are slipping away as you try to find not just the right point of contact, but one that speaks your language.

To keep up with the pace of business, you need 24x7 issue resolution and data tracking of business technology, as well as professional multilingual support on hand. Imagine the difference having a structured unit specifically dedicated to resolving technology issues would make.

Increase productivity with C3i's extensive experience in enterprise end-user support.

C3i has the know-how to provide you with a custom-designed support structure that fits your IT support needs. Talk to us about your unique needs and we'll design an end-user model made just for you.

C3i provides a single point of contact solution for all your applications and hardware needs, inquiries and issues. Best of all, it's available at any time and in more than 20 languages.

Along with the full array of services including multilingual service desk support, desk-side service, server and application monitoring, application administration, and security issue resolution, we help your staff achieve their full potential through the expertise of our top-class professional dedicated team.

Increase your productivity and take your technology to the next level with C3i's enterprise support services.

C3i's Advantages

CALL TRACKING AND KNOWLEDGE MANAGEMENT

C3i uses an enterprise-wide tracking system to log and report clinical support incidents, problems and resolutions. Our help desk agents also leverage a knowledge management system to access answers to common issues and speed case resolution.

QUALITY ASSURANCE

By measuring leading indicators on a daily transactional level, we achieve industry-leading rates of first call resolution and customer satisfaction. Our operational environment complies with all applicable regulatory requirements.

A UNIFIED TECHNOLOGY INFRASTRUCTURE TO SUPPORT A GLOBAL SERVICE DELIVERY MODEL

C3i provides help desk support from integrated operations centers, all managing according to the same ISO-certified operating procedures. Agents work on a unified, fully redundant technical platform that delivers multi-channel consistency, reliable service and superior end-user satisfaction.

Contact C3i

C3i's outsourcing services helps the healthcare industry dramatically improve technology usage while lowering the total cost of customer relationship management environments. Only C3i provides a complete portfolio of systems integration, technology training, multilingual help desk, asset management, hardware provisioning and technical site assessments exclusively tailored for the needs of healthcare professionals.

C3i has global operations centers in North America, Europe, India, and China. For more information, please visit C3i's website at www.c3i-inc.com.

C3i's Enterprise Services

HARDWARE

Achieve heightened productivity with reliable hardware support

- Provides PC and printer/fax/scanner configuration and break-fix services via depot support or deskside service
- Includes mobile device support like Blackberry, Windows Phone devices and iPhones.

SOFTWARE

Ensure flawless work process

- Provides multi-application support, including commercially available software, client-specific software, and web portals/applications
- Offers all levels of support, including online application full monitoring and local software maintenance and troubleshooting.
- Supplies Windows OS and Microsoft Office support.

APPLICATION, EMAIL AND NETWORK ACCESS ADMINISTRATION

Stay connected with C3i as we provide real-time issue coverage

- Offers connectivity troubleshooting and networking support for all company applications from any location.
- Offers user account management, customer access level administration and external vendor support for all business applications.
- Provides an online password reset solutions with 24-hour coverage.
- Covers all systems with 24-hour access monitoring and user support.

DESKSIDE SERVICES

Rapid resolution of complex issues

- Provides on-site support resources to quickly resolve cases escalated from the help desk.
- Performs IMAC (Install, Move, Add, Change) services for office-based workers.

SERVICE REQUESTS

Meet all your requirements at one place

- Provides all levels of support: hardware and software requests, user account management for all applications, including vendors and external support for sponsor-specific tools.
- Includes an advanced ticketing system for real-time monitoring of request status and hardware shipment.