

Telecom Concierge Services

Customer Support made Simple



Premium Help Desk/Lifecycle Management

MPD Telesolutions flexible Telecom Help Desk empowers our clients to more effectively manage their Telecom environment and relationships with their Carriers.

This robust service provides a unique opportunity for the small and medium-sized business to obtain a virtual team of experts at a fraction of the cost.

Our help desk service:

- **Uses resources more efficiently** – Allows your IT team to focus on higher level tasks & initiatives and less on back-end maintenance and support.
- **Mitigates high risk oversights** – Avoids costly billing errors and contract auto renewals.
- **Institutes instant process improvement** – Takes full ownership of the issue(s), communicates clear and reliable expectations and then follows through as expected.
- **Increases ROI** – Leverages our extensive industry experience and deep Carrier relationships to accomplish tasks faster and at less cost to you than ever before!

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Our Telecom help desk provides you with an efficient, cost effective way to receive immediate quality support for a comprehensive list of services including:

Descriptions



Inventory Generation:

An inventory is a complete blue print of a client's telecom network services. It is created by contrasting the client's invoices, carrier's customer service records and when it's appropriate – a physical site survey.



Monthly Auditing:

Each and every month, the telecom network invoices are audited. Errors are identified, corrected and any credits or monies owed are secured. A high percentage of invoices contain some type of billing error every month. Many notable sources report billions of dollars in telecom errors annually.



Additions and changes:

We take responsibility for facilitating and completing any addition and/or change that is requested. One call does it all, regardless of the carrier.



Wireless optimization:

Wireless usage is dynamic and requires an experienced, informed and watchful eye to make sure the client's business has the appropriate, most recent plan available with the correct amount of minutes and features. Through our monthly auditing we will monitor patterns of usage which can also bring to light potential cellular abuse.



Solicitation Calls:

Often our clients are pursued by well intentioned Carrier sales people. As their trusted advisor, we welcome speaking with them on their behalf. This service saves our clients valuable time, provides expertise and reassurance that their best interests are being served.



Repair resolution:

We take responsibility for diagnosing the issue, opening a ticket and working through the issue until the service is successfully up and running. We provide timely, consistent communication with the client and set appropriate expectations. We will coordinate with the hardware vendor when necessary to eliminate the blame game that can occur.



Provisioning:

We will take responsibility for the transition from the current carrier to the new carrier. We will monitor the steps until completion and provide pressure when needed in order to stay on schedule. When appropriate, we will facilitate a conference call with the client and the carrier to manage the turn up of the circuit. We will thoroughly audit the first invoice to ensure the bill is correct. If it is not correct, we will contact the carrier to correct the bill.



Contract negotiation:

Each time a new service is required or an existing service needs to be renewed, our experienced team will negotiate on the client's behalf.



Contract monitoring:

No longer will a contract auto renew or last-minute decisions need to be made. We will advise our client at the proper interval about contract termination dates so they have the time to make an informed, well thought-out decision around technology and carrier.



Product consulting:

Our team will consult with the client on Carrier and/or Vendor product solutions to accomplish their goals in the most cost effective manner.



Technical consulting:

We will utilize our resources to work with carriers and vendors to solve technical challenges the client may experience.

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MPD Telesolutions
Straight talk, innovative solutions, exceptional service.