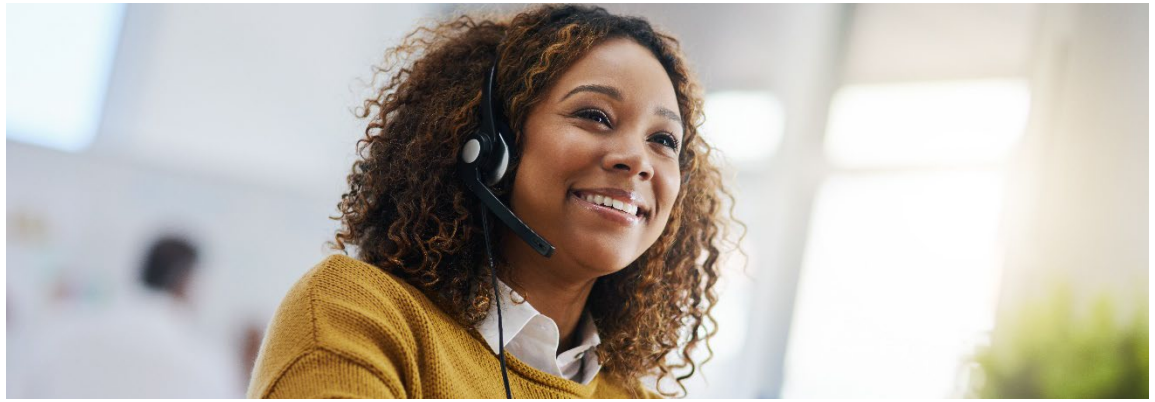


## Enterprise NOC + Call Center Support Services

Velocity's U.S.-based support services team and Network Operations Center (NOC) provide technical assistance to clients and hotel guests for a wide variety of software and hardware products.



### Best-in-class call center support services for your IT environment

Call Center Services provides businesses with the freedom to focus their organization's resources on growth. Velocity's NOC and Call Center Support give enterprises the flexibility to scale while simultaneously ensuring the quality support their customers and employees deserve. We work with companies in the retail and hospitality space to provide the best customer service and back-office support so your front desk associates don't have business interruptions when equipment or software goes down.

Velocity is committed to providing our clients with outstanding support services that ensure the health of their IT environment. Velocity's support team members are available 24/7/365 to monitor the performance of your network and quickly resolve issues as they emerge.

## VELOCITY AT A GLANCE



### Single Provider Accountability

ONE true partner managing all telecom service and support needs.



### 24/7/365 NOC + Call Center

U.S - based call center with quick response times and 24/7/365 support.



### Field Tech Support

A nationwide network of 5,500 skilled and certified technicians.

### What's Included

#### NOC

- 100+ dedicated support team members who can take 750+ inbound and make 1,500 outbound calls per day
- Seamless installation and troubleshooting to help keep your system going
- Data, voice, network hardware, and software installation support

#### Call Center Support

- 125+ dedicated support team—handling 2,000+ inbound and make 500 outbound calls per day
- Network, computer, and peripherals support
- Quality customer experience to ensure that your guests can use the systems they need
- Efficient assistance to current employees at your business who may need help troubleshooting hardware or software

### Benefits of Enterprise NOC + Call Center Support Services

- Shorter wait times for customers, keeping your satisfaction rate high
- Round the clock support, working with any time zone or location
- Scales with your business as it grows, adding more support as you add more customers and employees
- Flexibility to adjust quickly to sudden changes
- Access to the V-SELECT® client portal to help you manage projects, IT devices, and environments from the same place

### Frequently Paired Services

- **Hospitality Services** – Quality in-room entertainment and streaming services for your guests as well as back-office and property management solutions
- **On-Site Technicians** – Access to a reliable network of 5,500 skilled IT technicians who can be trained to fix your custom equipment and systems
- **SIPBand™ & VoIP Platform** – Optimized voice communications built on our reliable data network to help your business keep in touch with customers

### Questions? Get in Touch!

Phone: 419.868.9983

Fax: 419.868.9986

