



Multivendor platform support

Spend less time juggling support contracts and more on what matters most.



Managing a multivendor IT environment is as complex as it is strenuous. Trying to juggle varying contracts, service levels, and resources across your different tools and technologies hurts productivity, increases costs, and frustrates users with more downtime.

Why SHI for multivendor platform support?

Unburden IT and procurement through vendor consolidation.

SHI combines our technology expertise and extensive partner network to deliver comprehensive, single-source multivendor support across your IT environment, empowering you to operate and scale without disruptions.

SHI MVP unlocks immediate access to advanced Level 3 technical support delivered by an expert pod of 8 engineers, all dedicated to reducing overall incidents, outages, and downtime.

Opt for SHI's scalable MVP support services the way you want – either with a single point of accountability or simultaneous touchpoints with multiple subject matter experts – all offered with unlimited or hourly support options and transparent pricing.

By leveraging SHI multivendor platform support (MVP), you can:

- Eliminate the high costs and complexities of managing multiple technology vendors
- Drive faster, more accurate resolutions, reducing IT disruptions and business risks
- Avoid variable support quality and service levels across geographies with multiple support contracts
- Guarantee availability of certified engineers to drive a resilient IT landscape

Consistent support across technologies and platforms, including:



Address IT issues before they impact your business.



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Experience seamless support across multiple vendor technologies.

1. **Fix faster:** Quickly resolve issues across multiple vendors. Lower your mean time to resolution (MTTR) without the hassle and delay of repeating yourself to support staff.
2. **Optimize costs:** Reduce direct costs and overheads associated with managing multiple support vendors. Free up your IT resources to focus on more valuable projects.
3. **Enhance user experience:** Boost employee productivity by providing reliable issue resolution with reduced incidents, outages, and downtimes.
4. **Consolidate multiple contracts:** Establish a single point of accountability and impeccably resolve issues across multiple OEMs – without a web of tickets, invoices, and contracts.

Get advanced support for your organization with SHI multivendor platform support



Significant cost savings and increased efficiencies



Advanced Level 3 support delivered by expert engineers



98% SLA adherence*



24x7 global coverage



Single contract for 19 vendor technologies



>15-minute human response

*This is measured based on initial response time SLA across all customers, contact types, and tickets.

Solve what's next for your technology support.

Contact your Account Executive to book a brief discovery call and learn how how SHI MVP can streamline support for your IT environment.