



SHI Expert Support

Trusted expertise when you need it most.



Managing your IT environment is as complex as it is strenuous. Juggling multiple vendor contracts, disparate service levels, and escalating issues across different platforms drains resources and hurts productivity.

Why SHI Expert Support?

Streamline IT through vendor consolidation.

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

Gain immediate access to level 1-4 support and specialized resources for advanced escalation and assistance – including cloud migration troubleshooting, design and architecture, ticketing integrations, customized reporting, and more.

Choose the best support model for your needs – a single point of accountability or simultaneous touchpoints with multiple subject matter experts. Proactive and reactive support with transparent pricing ensures you have the flexibility you need.

SHI Expert Support helps you:

- Eliminate the high costs and complexities of managing multiple OEMs.
- Drive faster, more accurate resolutions, reducing IT disruptions and business risks with a sub-15-minute initial response time.
- Achieve consistent support quality and service levels across geographies.
- Access OEM-certified engineers to maintain a resilient IT landscape.

Gain advanced engineering support for complex technologies and platforms, including:

OEM replacement support



Supplemental and consultative support



Address IT issues before they impact your business.



Experience tangible business outcomes through seamless IT support.

1. **Fix issues faster:** Quickly resolve issues across your different OEMs. Lower your mean time to resolution (MTTR) without the hassle of navigating multiple support channels. 87% of our customer tickets are resolved internally by SHI without any vendor support.
2. **Optimize IT costs:** Consolidate vendors and streamline support contracts to achieve potential savings of up to 30% on your annual IT support budget. Free up your IT resources to focus on more valuable projects.
3. **Enhance employee productivity and satisfaction:** Provide reliable, timely issue resolution with reduced incidents, boosting employee productivity and ensuring business continuity.
4. **Simplify vendor management:** Establish a single point of accountability and impeccably resolve issues across multiple OEMs without a web of tickets, invoices, and contracts.



Up to 30% cost savings and improved efficiencies with a single contract



Advanced engineering support from 100+ resources with 400+ certifications



99% SLA adherence*



24/7 global coverage



Custom integration and analytics



<15-minute initial response time

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

Solve what's next with SHI Expert Support for your entire tech stack.
Contact your Account Executive to book a brief discovery call and learn more.