



Business Partnership Advantages

Enabling specialty hardware solutions to deliver nationwide service

Top quality customer service distinguishes you from your competitors. As an extension of your support team, we deliver the resources our mutual customers need to succeed. They enjoy maximum availability of your equipment and consistent support delivered nationwide. Using HTS to scale your remote and onsite service capabilities, you can return your focus to what you do best: driving sales and innovating products and services.

If you're a specialty technology vendor or a value-added reseller, you can meet customer expectations while growing. Our customized service offerings act as a nationwide extension of your support team. You can deliver consistent, prompt, onsite service without making large, risky capital investments or ballooning your payroll.

Why Partner with HTS?

Your equipment is critical to your customer's success, but providing prompt, reliable onsite service can be a challenge.

HTS works with you to implement support solutions to meet your customer's needs promptly. Throughout the country, we employ and train seasoned Field Service Technicians who maintain inventories of the critical parts needed to get your customers' equipment back in service.

Together, we provide our mutual customers with a highly available, high performance service solution. While we handle implementations and onsite service, you can focus on what you do best: design, sales, and remote support for your products.

With decades of experience behind us, our team is very familiar with the needs of all types and sizes of organizations.

Top Business Partner Benefits

Partnering with us is easy. We can remove the burden of onsite support from your team.

- **Expanded revenue stream for your organization**
- **Single service provider to ensure your customers' equipment stays up and running**
- **Achieve and maintain broad geographic reach**
- **Account Management: Dedicated account management assigned to each partner**
- **Service Escalation: Automatic internal escalation process and immediate access to service management personnel**
- **Online Requests: ServiceCOMMAND® web-based utility for real-time call placement and tracking**
- **Company-employed Field Service Technicians (FSTs) throughout the United States deliver onsite hardware service and support**

***“Harland delivers a consistent customer-focused experience which has led to their #1 ranking among the many service partners we use. From fast response times to flawless project execution, we depend on HTS to be there when needed; they do not disappoint. We trust HTS. They deliver outstanding service to our customers and free us up to focus on what we do best.*”**

Director of US Service & Support Operations, financial & retail industry OEM



“Due to customer feedback on manufacturer warranties on our products, we have decided to change our entire service strategy and move everything we can to the Harland Technology Services support agreement. Through HTS, we know that our customers will receive immediate attention and that HTS will hold themselves accountable to our customers’ experience with every ticket placed. This means our systems are back up and running and the customer continues to see the value in our products.”

Software provider serving the oil & gas industry

HTS Service Programs

HTS can ensure consistent and reliable onsite maintenance support for your end users and your equipment. Here’s how it works:

Program Kickoff

Our in-house training team develops training manuals and deploys them to our Field Service Technicians.

To each partner, we assign an account team consisting of service managers, an installation coordinator, operations, and administrative contacts.

Program Administration

Your support staff (or your customer administrators, depending on requirements) use our secure online service portal with real-time ticket tracking and updates.

We regularly schedule program review calls with you to discuss upcoming installations, service activity and customer satisfaction.

Nationwide Rollout and Service Examples

- We conducted a nationwide patch project for one partner on over 770 units across the US within a matter of a few months
- For one financial institution, we provided onsite labor to replace routers and switches at 567 branch locations throughout 19 states; this reduced the expected upgrade time from several months to several weeks
- For one partner, we installed over 350 devices and continue to provide onsite support for the devices across 148 locations

Take the Next Step in Your Company’s Journey

Start the conversation with an HTS business partner manager. We will collaborate on a plan that aligns with your long term business goals and strategy. Together, we’ll meet and exceed your customers’ expectations and turn them into greater advocates for your products.



Grow revenue and customer satisfaction TODAY!

For a free consultation to meet your organization’s goals, call **800.228.3628** or visit **www.harlandts.com** to learn more.

About Us

Harland Technology Services helps you experience information technology as it should be by providing highly accountable support and efficient management of IT infrastructure. Organizations of all types enjoy highly performing, secure, and cost-effective networks, printers, computers and other devices, by using our remote and onsite services.