

I.T. SERVICES SOLUTIONS



MULTIVENDOR SERVICE UK

Getting Better

FASHION AND LUXURY





Multivendor Service works as firstchoice partner in Europe to offer services, highly specialized,required by **Fashion & Luxury market**.

Service Desk, active 7x24x365 day supports languages such as: English, French and German with native language professionals.

It uses our Dynamic Service Desk (DSD) system , that provides the possibility for every operators/technicians to work as a remote customer with all the functionalities expected, thanks to a Cloud Base infrastructure.

Annual incoming call 2015: 132.743.

Staging laboratry guarantees asset management and customised configurations of different devices. Our storage and logistic structure guarantees shippings and installations in the **whole Europe**, both End Users and Retailers.

Preconfigured Devices 2015: 61.233

Our **UK and Foreign headquarters (ITA,CH,FRA,UK)** and our parteners assures the quality of services supply, both for support services and onsite services.

OUR OFFER

Retail Support

Our DSD proposes as SPOC (Single Point Of Contact) and supports Store Manager and Sales Assistants for the SW, HW and application problems resolution, in short and efficient time. The aim is to guarantee the operational and functional continuity of the store and datas exchange.

User Support

Our DSD proposes as SPOC (Single Point Of Contact) to support the headquarter users, to the SW, HW and applications problems resolution.

Our experience in the field allow us to develop a service typology devoted to the top.

Devices Support

Workstation, Periperical, Smartphone, Smartwatch, Tablet, Bar Code scanner, Digital signage. Our DSD guarantees the Mobile Service Management daily management, through AIRWATCH console. It allows systems configuration through pre configured outlines, inventory, software/ configuration remoted cancellation and installation.

It also realises numbers start up and systems guarantee through different telephonic Carrier portal.

Special Events

We give specific attention to the special events management such as: new shops or headquarters opening, Pret a Porter organisation, Show Room and Special Sales Events, always with a qualified staff.



Service Desk	
Calls received within 20 working seconds (excluding welcome message)	85%
Calls abandoned	< = 5%
Calls resolved at first contact (where a remote resolution is applicable)	> 70 %
Max. Duration call length	15 minutes (thereafter call will be transferred to 2nd level)

BASIC SOFTWARE MANAGEMENT

the products covered by our service are:

Windows 7 - 8.1 - 10, Ms Office, Mail Client, AS400 Emulator, Acrobat Reader, Winzip / WinRar, Antivirus, Optional software

MANAGEMENT APPLICATIONS:

Business Intelligence

- Microstrategy
- EDW
- HFM/FDQM

Finance

- JDE
- TLQ
- Qlik View
- Piteco
- Intraweb

Human Resources

- Corporate Uniform
- eLearning platform
- Concur
- Sharepoint (portali vari)
- Presenze & Trasferte

Information Technology

- Footprints Service Core (Service Desk Software)
- Generic Documentation & Collaboration Portal

Retail Back Office

- JDA
- G1 Sourcing & Invoicing
- X-Store Micros
- S2S/PI/AR WEB
- Klienteling
- Items & Prices Look Up

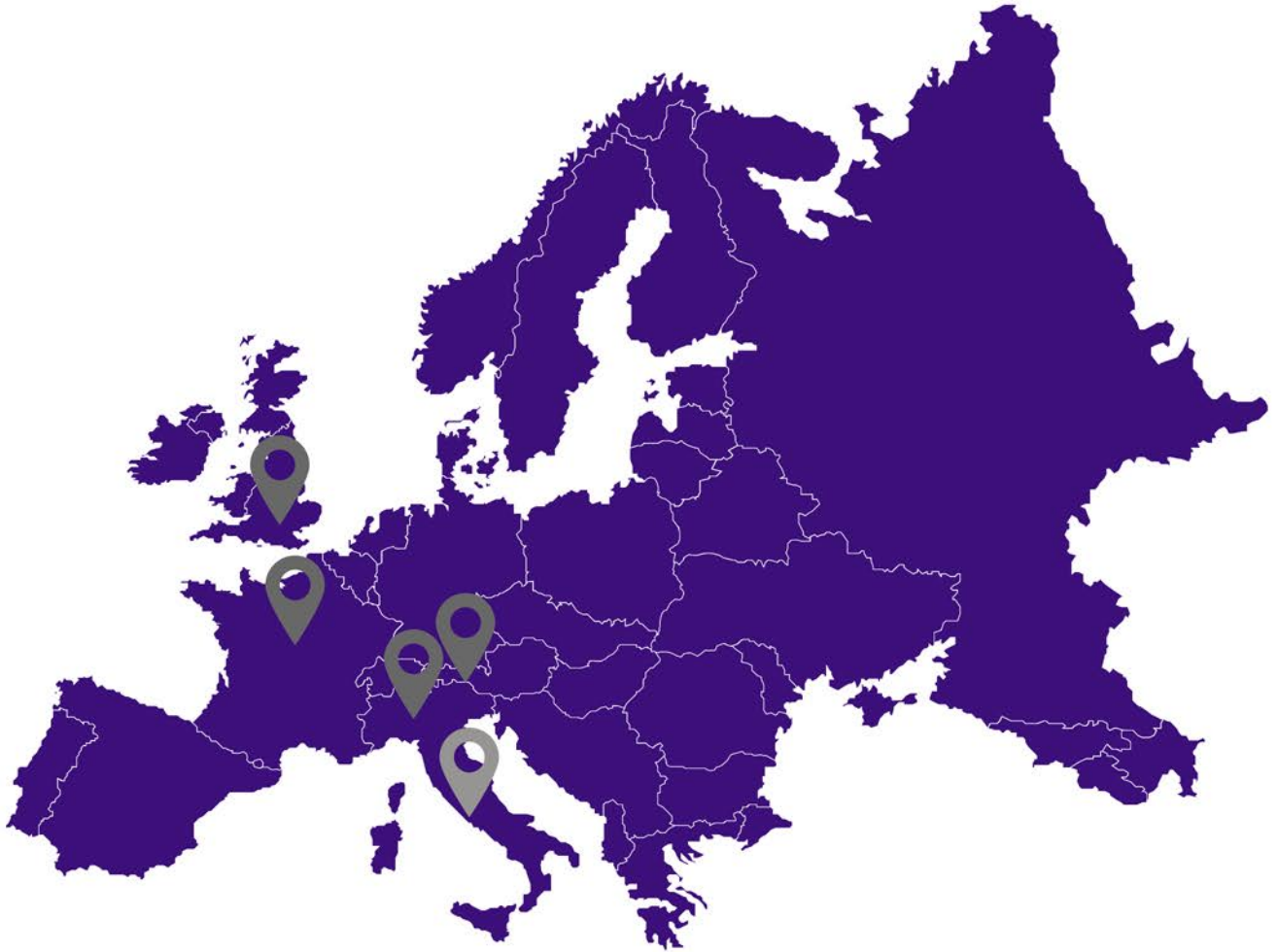
Supply Chain

- Stealth
- Ape/Ars
- TxTSuite (TXTPlan, TXTDemand, PPAcessori)
- DropShipment web tool
- eLineLists
- FileMaker
- PLM JEW
- RMR
- Silk Technical Cards
- Share
- PenPc
- SISC (ERP Microsoft)
- AS/400

Industrial

- Stealth400
- Reflex

EUROPEAN I.T. SERVICES SOLUTIONS



MULTIVENDORSERVICE.CO.UK

 **London** - EC4M 8AB
3rd Floor Paternoster House
65 St Paul's Churchyard
www.multivendorservice.co.uk
info@multivendorservice.co.uk

 **20871 - Vimercate (MB)**
Via Lecco 61
+39.039.9407.100
www.mvsitaly.com
info@mvsitaly.com

 **00155- Roma**
Via del Babuino 168
+39.039.9407.100
www.mvsitaly.com
info@laserscarl.com

 **Paris - 75008**
38 Avenue Hoche
+39.039.9407.100
multivendorservicefrance.com
info@mvsitaly.com

 **6900 - Lugano(CH)**
Via Pietro Peri 17
+41.78.799.9593
www.mvssuisse.com
info@mvssuisse.com