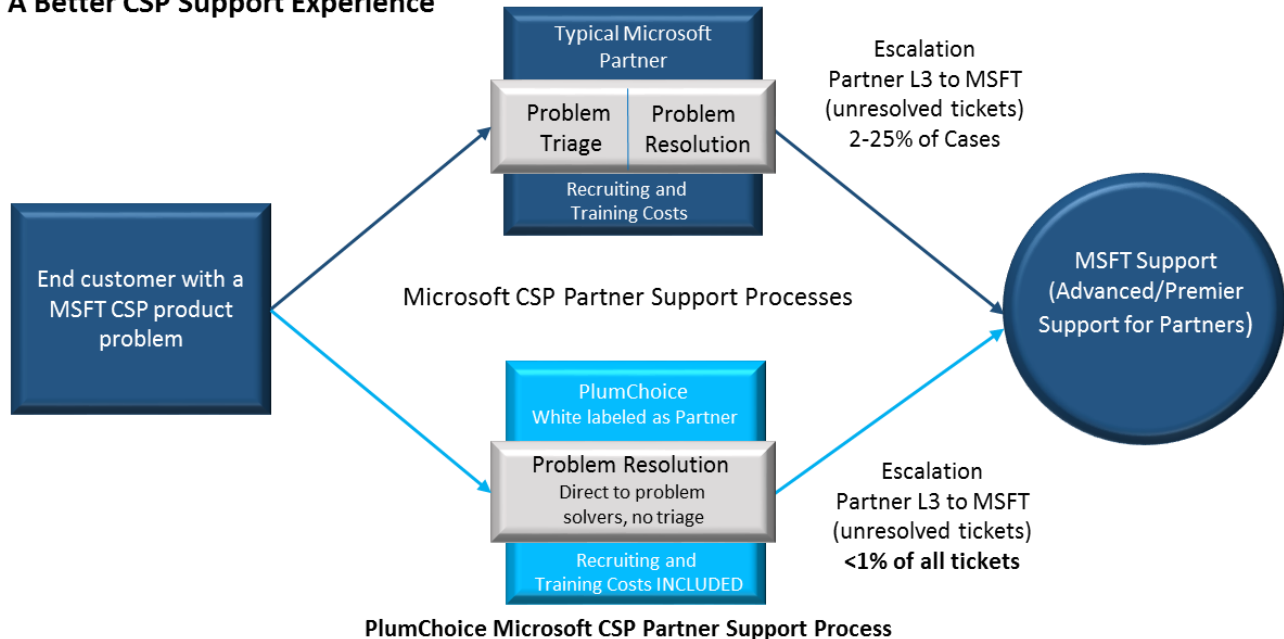


# White Labeled Cloud Services

## Achieving 100% customer satisfaction in the CSP community

- First call problem resolution
- Issue time-to-resolution is reduced
- PlumChoice provides USA-based technical resources allowing CSPs to scale their cloud practice quickly
- Customers speak directly with problem solvers
- Support is available to Technical Admin or End Users

### A Better CSP Support Experience



As you grow your Microsoft CSP practice, support can positively or negatively impact that growth. Are your Support resources fully prepared to take on the hyper growth that sales can deliver? How will a less than positive experience effect your ability to build your new Cloud Brand?

Microsoft CSPs struggle to provide fast and efficient resolution to customers' issues with the wide variety of licensing and complicated workload choices from Office 365, M365, Azure, Teams and more. Customer escalations to Microsoft are witnessing an industry high level of up to 25% in unresolved support tickets. This inefficient process results in decreased customer satisfaction, reduced renewal opportunities and lost opportunities for customer referrals.

PlumChoice can help, with a comprehensive suite of "white-labeled" Microsoft on boarding and support services which will increase your customer's satisfaction. Our certified, US-based technicians answer on behalf of your company, and own the highest first-call resolution percentages in the CSP community. That translates into less escalation incidences to Microsoft Support (less than 1%) and less time spent waiting for answers - resolving the issue-at-hand as soon as possible, and with less red tape to wade through. PlumChoice owns some of the highest CSAT and NPS in the industry.

Contact us now to learn more about how our Cloud Services can help your CSP business grow to new heights

plumchoice®

Microsoft Partner  
Gold Cloud Productivity