

Technical Support Services for Enterprise Software Companies



Given the breathtaking pace of technological evolution, companies are having to constantly align/reshape/restructure their strategies to meet market demands for new product releases while continuing to service existing clients. Increasingly, these companies are achieving this by outsourcing certain functions enabling them to free their vital resources to focus on their core capabilities.

StayTop/ Goldstone serves clients from our 24/7 contact center in Hyderabad, India & Bangalore, India. We specialize in technical support and customer support services. we provide these services in multiple languages. Our state-of-the art technical contact center system offers an integrated approach to phone, e-mail, portal and chat services, enabling us to provide the high quality solution you are looking for. Moreover, we offer a very flexible pricing model, suitable for any kind of business, from start-ups to multinational enterprises.

StayTop/Goldstone has proven itself as a valuable outsourcing partner by delivering comprehensive and cost effective solutions to enterprise software vendors globally. Our experience in combining people, processes and technology to deliver world class personalized services makes us an ideal outsourcing partner.

Our Methodology

Success of an outsourcing effort largely depends on the abilities of the external service provider. The key to any outsourcing project is the transition process. Aided by established methodologies and our experience with leading software companies, we provide seamless transition of specific responsibilities from your team to ours. We know that no two companies' requirements are similar and would tailor our solution to fit your needs and pace.

The StayTop/Goldstone Advantage

- State-of-the-art infrastructure
- Experienced and certified professionals
- Diverse industry domain knowledge
- Certified Quality process
- Onsite-Offshore operational model
- Zero Investment plan
- Achieving Customer Delight
- End to End solutions spanning the entire PDLC
- Increased Stake Holder Value

Service offerings: Technical Support

- Phone, Email, Web & Multimedia support
- Knowledge base management
- 24 * 7 Help desk
- Level 1, 2 & 3 Technical Support
- Testing, Bug Fix, Patch Building
- Customer Interaction tools



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Quality Parameters monitored

- Customer satisfaction Index.
- The next set of parameters is all from the views under the support system CRM databases.
- Backlog cases for each team: trends in fluctuations.
- No. of cases with SLA violations (for customer update).
- No. of cases closed in a week.
- No. of cases escalated to 3rd Level.
- No. of days open for backlog of cases.
- Average days to close a case.
- Average number of cases closed per consultant.
- Number of cases re-opened by customers per month.

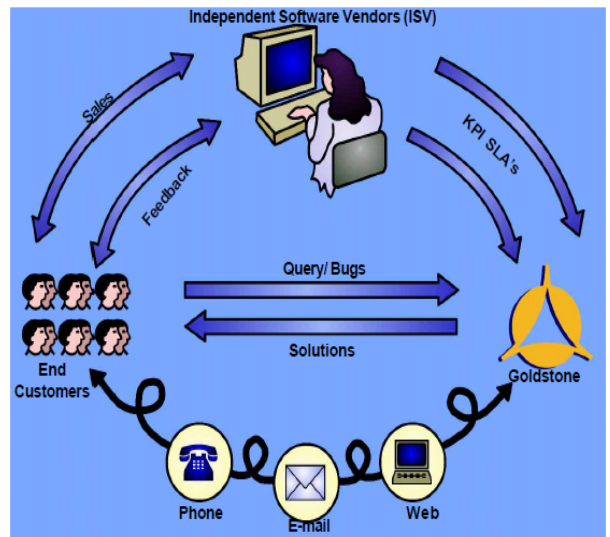
Why StayTop/Goldstone

- Multilingual – English, German and Spanish
- Global - Centralized 24/7 customer support
- Quality - ISO 9001:2008 quality standard
- Flexibility - Variable & competitive pricing model
- Experience - More than 10 years working with industry leaders

Towards Customer Delight

- Implementation of best practices
- Sales support interaction
- Enhanced KPI's
- SCP processes
- Customer satisfaction to customer delight

Technical Support Outsourcing



Experience and Clients

Goldstone Technologies has more than 10 years of experience with technical/ customer support. From our centralized technical support center we provide a global service to a wide variety of companies. Few of our clients are SAP, RosettaStone, Axway, Mirus, XOSoft, Ninaza, Sun to name few.

About StayTop

StayTop Systems Inc. is one of Bay Area's most reliable IT services company. It is established in 1997 and located in the heart of Silicon Valley. StayTop Systems has been providing its services more than a decade to major enterprises such as Cisco Systems, Salesforce.com, and WAL-MART to name a few. StayTop Systems is a wholly owned subsidiary of Goldstone Technologies Limited. StayTop/ Goldstone offers several years of experience in the areas of Technical Product Support, Application Development, Infrastructure Management, Migration Services and other customer focused IT Services.

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