

Family Health International (FHI)

An Alternative to Microsoft Support

FHI is a global non-profit organization that mobilizes research, resources, and relationships so that people everywhere can access the opportunities they need to lead full, healthy lives. To help their members deliver the highest quality of research and resources to their community, they needed an affordable and effective option for Microsoft Support.

Why FHI Choose DCG as Their Microsoft Support Alternative

- ✓ We escalate the issue to Microsoft if necessary, freeing our clients of the hassle.
- ✓ We focus on time to solve rather than the traditional time to respond.
- ✓ We provide a proactive team that offers counsel and can help forestall future issues.
- ✓ We offer options to apply contract hours in a way that does not leave them holding on to unused hours.

Summary of Accomplishments

FHI needed Microsoft support that was personalized to their needs. By joining forces with DCG, they were able to receive better stewardship of their support service, faster time to cure, consistent service offered by a CSAM and individual support team, and a flexible solution for their support hours.



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the full story >>**



Connect with one of our Microsoft specialists to learn more about Support with DCG.

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Switching Vendors for Success

FHI partnered with Microsoft for direct unified support but was not satisfied with the service they received. We were able to offer services as an intermediary to accelerate and better steward their service needs by working through a large percentage of the issues without escalating to Microsoft. In addition, we accelerated the time to cure for those that needed Microsoft's attention.

Without a consistent service relationship with Microsoft direct support, FHI grew frustrated with the service they received. We were able to offer a CSAM and a support team that consistently worked on all FHI tickets. This provided FHI with a support solution with a team that was proactive, constantly learning more about FHI's break-fix needs, and offered advice and counsel on solutions that could help forestall future issues.

Looking for a more flexible solution, FHI found that we offered options to use their support hours for small projects, proactive services, and options to roll over hours and maintain the contract hourly cost. This provided FHI's technical leaders with comfort in knowing they could apply their contract hours in a way that did not leave them holding onto unused hours.

Our Clients Say it best

"By working with DCG for support of their Microsoft products and services, FHI has experienced a dramatic improvement in the quality and responsiveness of their Microsoft Support. This has driven additional business units within FHI to begin utilizing DCG's Advanced Support for their Microsoft products and services."

- Tom Maloney, Director Infrastructure & Operations, FHI

