

Accredited Service Partner Program

Ensures high quality delivery of customer services



The TANDBERG Accredited Service Partner Program is a global service program, which ensures that TANDBERG customers enjoy the highest level of customer service and support, delivered through TANDBERG's network of premier service partners. TANDBERG and its Accredited Service Partners are collaborating to create and deliver the "best in class" service offerings within the Visual and Unified Communications industries.

TANDBERG Accredited Service Partners are committed to a high quality service practice that provides on-going service and support allowing customers to realise the maximum return on their investment.

In order to be recognised as an Accredited Service Partner, the partner has to undergo a stringent accreditation process and on-going assessments that measure the competency and ability to deliver TANDBERG branded services.

The key drivers of the Accredited Service Partner Program are:

Collaboration

- TANDBERG works with Accredited Service Partners to define and improve both current and future service strategies
- Accredited Service Partner Forum
- TANDBERG promotes Accredited Service Partners as their elite service delivery partners
- Feedback on performance and potential improvements through quarterly service reporting and bi-annual service performance reviews

Competence

- Accredited Service Partners are required to hold a defined set of TANDBERG University certifications that demonstrate their in depth knowledge and capability to support the TANDBERG Total Solution
- Ensuring all service contracts sold are backed off to TANDBERG

Service Delivery

- A Helpdesk or Technical Assistance Centre reached accessed by phone, email or the web, that is available during business hours and staffed by TANDBERG certified support staff
- Next day On-Site Support
- Advanced Part Replacement
- Provide customers with regular information on available software updates
- Accredited Service Partners are the preferred suppliers of TANDBERG Global Deployment Solutions (GDS).

For more information on the TANDBERG Accredited Service Partner Program, or TANDBERG's Constant Care service portfolio, contact your local TANDBERG partner or write to constantcare@tandberg.com