



An HCL Technologies Company

Technology Enablement

End-User Help Desk, Technology Training and Mobility Services

Working with Fortune 500 companies worldwide as well as small-to-mid size businesses, C3i Solutions has the knowledge, expertise, flexibility and resources to enable user's rapid adoption of business applications. Our single point of contact help desk minimizes downtime and ensures that end-users are fully operational. Contact C3i Solutions today to increase the effectiveness of your entire team.



Multi-lingual Helpdesk and Application Administration Services

Take end user productivity to the next level

Worldwide 24x7 help desk support in more than 30 languages for:

- Flexible staffing models at an affordable price
- Tier I and II integrated to reduce cycle times
- High first call resolution rates
- Centers in North America, Europe, Asia



Deskside Support

Leverage onsite services for specialty skills

- **Vip support options:** white glove services for executives and other priority constituents
- **Kiosk/genius bar facilities and walk-up windows:** provide personalized service and quick resolutions for end users issues
- **Video conferencing & multi-media:** support for streamlined presentations and communications
- **Research lab pc support:** enables r&d teams to focus on what's important
- **IMAC (install, move, add, change)** – efficiently set-up, manage, and implement devices in a head office or campus environment

Business and Technology Training

Maximize end-user adoption to reap the benefits of enterprise applications

- Customized new hire, rollout and reinforcement training programs for corporate enterprise, sales, marketing, and clinical trial applications
- Ongoing refresher training to ensure comprehensive understanding of features
- Proven expertise to manage and deliver trainings programs across multiple time zones and international cultures



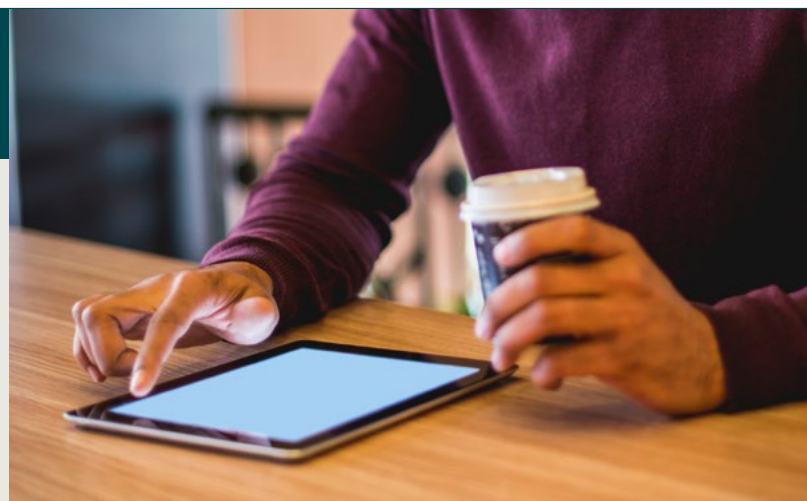
Depot Services and Solutions (DDS)

Get the most out of your hardware investments

- Technology lifecycle management supports enterprise and sales professionals globally
- Shipping & receiving, warehouse/asset management, workstation engineering and technology deployment services
- DDS operation centers in North America, Europe and Asia

Mobility Services

- Mobile device provisioning support for employees and sales professionals globally
- Device configuration; airwatch mobile device management (mdm) to configure and managed devices and data
- On-going help desk support for all device inquiries
- Depot services for warehouse, replacement, warranty and termination of hardware
- Telecomm expense management services to monitor monthly plan for conformity/abnormality



With a Strategic Focus On Innovation, We Excel at Protecting Our Clients' Brands, While Maximizing Productivity and Cost Efficiency.

Contact C3i Solutions

C3i Solutions, an HCL Technologies company, is a multichannel customer engagement services provider, specializing in global, high-touch consumer, patient and end user engagement. www.c3isolutions.com