

Office 2007 Migration Assurance Program Migration Staffing Matrix



Adding FTEs

Adding Temps

Larger outsourcer, Microsoft or current full-service provider

1st Level Analyst Certification	Certified Computer Consultant Microsoft Office 2007 & Vista Certified Launch Partner BlackBerry Alliance Partner	Generalist	Generalist	Generalist, tiered-level support
Domestic vs. offshore staff	100% domestic	100% domestic	Usually domestic	Average 50/50 split 50% domestic/50% offshore
24 x 7, after-hours	Yes, same level support providers	Maybe, junior level-support or skeleton crew	Maybe, junior-level support or skeleton crew	Maybe, junior level-support or skeleton crew
Advanced level Office 2007 support	Yes	No	No	No
# of software applications supported	160+	12+	12+	12+
Training	Certified instructor-led: On-demand, group, individual, on-line, self-help, targeted and available pre, during and post deployment	No	No	Maybe, self-help
Project timeline and end-user awareness campaign	Yes, all are customized to project, communication, training and deployment needs	No	No	No
Cost model	Limited to solution time, on actual use	Fixed rate, including benefits and overhead \$65,000/annually	Fixed rate, including overhead \$43,000 annual, on average*	Per-incident, or added to support contract
Response time	2 ring response, no hold time	Variable** average hold time 2 minutes	Variable** average hold time 6 minutes	Variable** average hold time 5 minutes
Abandonment rate	Less than .01%	5%, on average	10+%, on average	15%, on average
Peak hold time	2 ring response, no hold time	9 minutes, on average	15 minutes, on average	10 minutes, on average
Average first call overall resolution %	91%	Unknown	Unknown	31.4%, on average
Cost per call (on average)	Less than \$25	\$89.05	\$95.95	\$59, on average

*Source: Based on recent industry averages
**Source: PC Helps Downtime Analysis

How PC Helps Office 2007 Migration Assurance Delivery Differs

Business Process Larger Outsourcers/Consulting Firm Approach

- Not usually Microsoft Office 2007 Certified Launch Partners
- Not a core competence
- Offshore focus
- “Tier” Model
- Incentive to:
 - Reduce volume
 - End call ASAP, resolved or not
 - Push to users/peers
- No Type 2 emphasis
- No training availability
- Support ends with call
- Call tracking/reporting not solution based
- No end-user process conversion focus
- Productivity goals - none
- No pre and post training or support

PC Helps Approach

- Microsoft Office 2007 Certified Launch Partner
- 100% U.S.- based
- 100% certified consultants on every call, focused on first call resolution
- Incentive to complete support call
- Encourage Type 2 focus
- Support extends well beyond call
- Array of on-demand training options
- Only PC Helps tracks and reports support calls at the solution level!
- Pre, on-going, and post support and training encouraged
- Client Service team focuses on end-user awareness
- Partnership focuses on user conversion process, remaining and increasing productivity and ROI