

Field Services



Client's Customer Satisfaction

95%

Client Satisfaction

96%

First Run Rate

95%



QUALIFIED PROFESSIONALS

Whether it's an evaluation of existing infrastructure or mapping out a new site, Netfor's engineering team has you covered. Every Netfor engineer is a certified professional with years of industry leading experience, this means you get quality on-site evaluations without excessive fees. Netfor provides simple solutions to all of your complex problems.

Managed Technology Services

Here at Netfor we pride ourselves on finding simple solutions to complex problems. That's why we've chosen to partner our Field Services department with local tech companies to augment our global workforce.

Statistics speak for themselves. In 2011, the Aberdeen group did a study that concluded the average high performing field services company maintained an 88% First Run Rate (FRR). At Netfor, we believed 88% was too low. How could you confidently send work to a vendor knowing there is a 12% chance of a site re-visited? The Netfor Field Services Team believes our partners need a single voice they can trust, and a high success rate to back it up.

Quality Confirmation Program

This program allows Netfor to build a comprehensive profile on each of our onsite resources, which results in high quality talent on demand. The process starts with a background check, confirming the potential resource has a clear history. We then confirm all relevant skills, work history, and certifications. Next, the technician is then assigned to a Netfor Field Services Coordinator (FSC) who performs an interview.

Soft Skills

So, we've got the right technical skills. However, jobs often can fail due to a rude technician who doesn't cooperate with support or the site. Netfor places a high emphasis on the soft skills and communication abilities of our talent.

Deliverable Management

Finally, deliverables. While you can't be onsite, Netfor can show you what's happening during the process. We focused on the types and quality of images the technicians were taking, while also ensuring these got to the client as quickly as possible.

95%+

First Run Rate

20,000+

Sites Completed

30,000+

Technicians

25+

Years

SOME OF OUR PARTNERS



CONTACT US

To schedule a meeting or for pricing information, contact Bryan Zlatos at 877-NETFOR4 (638-3674), or email sales@netfor.com.

NETFOR.COM

Netfor Fulfills All Your Needs

You'll have a dedicated team in our distribution center to manage all your assets, and we'll happily scale our support, whether you have one store or 6,000 stores.



Netfor's Distribution Center Provides

- A single point of contact dedicated to workplace technology fulfillment for your company
- ISO 9001:2015-certified warehouse meeting all customer and regulatory requirements
- 24/7/365 support model — providing fulfillment support day, night and on weekends
- Fulfillment center reliability and consistency with a knowledge base specific to you and your team
- Positive customer service experiences for the end user each and every time

Netfor is your one point of contact for your technology fulfillment needs no matter what kind of device or software support is needed at any of your retail stores across the globe.

With our ISO 9001:2015-certified warehouse, we pick the product, verify it has all the needed components, do required customization, package it with any special instructions and handle all the logistics with the delivery service. We then report back that it's been delivered. Just like that.

We take your technology from point A to point B. From point of sale (POS) systems to tablets, we will pick it, pack it, ship it, repair it, stage it, configure it or wipe it. Our employee certifications include: **A+**, **Net +**, **Server +**, and **Microsoft Certifications**.

92%+

On Time Delivery

100,000+

Orders Fulfilled

2,000+

Shipments Per Month

25+

Years

SOME OF OUR PARTNERS



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Client's Customer Satisfaction

90%

Client's Satisfaction

95%

Calls Answered in Less than 20 Seconds

97%

Our Call Center Solutions

A dedicated help desk system customized for your team 24/7/365 support model — providing help desk support day, night, and on weekends a live person takes care of your needs and is trained in your company's specific knowledge base. Each caller gets the same positive help desk service each and every time. Fast, enjoyable and consistent conversations are key.

- Customer Service
- Government Service
- Appointment Scheduling
- Public Transportation
- Answering Service
- Software Support

Learn About Our World-Class Customer Experience

Agent Training

Because even the most skilled agents need encouragement and support, we focus on growing and managing our team by offering ongoing training opportunities. At Netfor we make formalized training and support a fixture of our on-boarding process by offering agents a dedicated resource for gaining knowledge, cultivating skills, and improving performance.

Better Agents, Happier Customers

Soft Skills

Every Netfor agent is trained to effectively open and close calls. Our proprietary training model has been continually developed over the past 25 years. Our agents avoid the most common telephone etiquette problems and bad habits, use industry leading techniques for transferring callers and putting them on hold, and expertly close the call to leave the customer with a positive impression.

Contact Solutions

Netfor offers a multi-channel managed contact solution designed around what you need answered, when you need it answered, and how you need it answered. Resolved the first time the way you want via phone, email, or chat.

75%+

First Call Resolution

1,000+

KB Articles

140,000+

Calls Per Month

25+

Years

SOME OF OUR PARTNERS



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A Customized Experience

We can customize any type of help desk support you need. Then we support that service around the clock. 24/7/365. At Netfor we create a world-class customer experience for business consumers and technology users alike.

- A dedicated help desk system customized for your team
- 24/7/365 support model – providing help desk support day, night, and on weekends
- A live person takes care of your needs and is trained in your company's specific knowledge base.
- Each caller gets the same positive help desk service each and every time.
- Fast, enjoyable and consistent conversations are key.

Every Call Counts

You're our top priority. So delivering your company world-class customer service is what matters most.

How We Operate

We offer a multi-channel managed contact solution designed around what you need answered, when you need it answered. We cover **Customer Service, Government Service, Appointment Scheduling, Public Transportation, Answering Service, and Software Support** including IOT Devices. All technical requests from your customers are routed to one place. Whether it's calls, emails, or chats Netfor agents are always available, addressing every ticket, we get your employees back to work in the shortest time possible.



75%+

First Call Resolution

1,000+

KB Articles

140,000+

Calls Per Month

25+

Years

SOME OF OUR PARTNERS

MESHSYSTEMS™



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