

How Many Techs *Does* it Take to Install Your Services?

MANY SERVICE PROVIDERS DON'T REALIZE that most outsourced installation companies rely on multiple layers of affiliated subcontractors to reach the end user. What they do see are large monthly bills complemented by disappointing performance in the field. Many outsource providers rely upon other national providers who sub to regional organizations, who sub to local affiliates, who in turn sub to individual contractors. This adds incremental layers of profit taking and unnecessary dilutions of instructions, which result in an overpriced, under-qualified, and ill-informed technician representing the service provider on site.



The issues associated with this traditional outsourcing model have enabled Endeavor, which maintains 350 direct techs and 9,000+ INDIVIDUAL field engineers, to become the Telecom Truck Roll Company of Choice for carriers, service providers, systems integrators, VARs and equipment manufacturers.

Endeavor's white-label professional services – which include equipment installation, operations/technical support, and order fulfillment logistics – are provided on a wholesale basis, enabling them to be re-branded, and either resold at a profit or internalized at substantial cost savings. Field Services include the installation of inside wiring and customer premise equipment of all kinds. Order Fulfillment Logistics services deliver preconfigured equipment on site prior to the installation. And 24x7 Technical Support provides custom-branded, end-user Tier I and Tier II support programs.

Beyond the comprehensiveness of Endeavor's offerings, the company's highly evolved business processes and its direct management of individuals in the field are providing options and benefits that are unique in the outsourced installation business today.

Cost benefits through economies of scale:

Endeavor's highly trained field organization of 350 direct techs and more than 9,000 field engineers is capable of reaching end-user locations anywhere in the U.S., Canada and Mexico, quickly and easily. Endeavor's wholesale business model preserves capital by eliminating fixed overhead and eliminating the need for service providers to hire, train, maintain and insure a field organization. This reduction of fixed expenses allows the service provider to maintain a

variable cost model, which provides services only when needed at a consistent rate. Endeavor's high volume of dispatches across its customer base creates economies of scale,

which reduces the cost of each individual dispatch, and provides margins, if resold, or cost savings, if internalized as part of the end-user service contract.

Superior quality for outsourced installations:

Endeavor conducts extensive background checks on all of its field engineers. Additionally, the company adheres to mutually agreed-upon SLAs, which encompass on-time arrival, staff appearance, and assurances on workmanship at the premise. Detailed onsite checklists and a comprehensive close-out process ensure successful completion of all work orders. All of the details associated with the

SLA compliance are reported to the customer in real time via the Endeavor Service Portal (ESP).

Convenience:

By outsourcing installations and trouble tickets, the service provider can focus on their core competence: selling their services and taking care of their customers. Endeavor gives the service provider real-time access to order status, project completion, and dispatch outcome details through a clean and convenient online portal. From the service provider's standpoint, the details in the field, such as pulling cable and installing equipment, are no longer tasks which require active staff management.

Coverage:

Anywhere you can throw a dart on a map of North America, Endeavor can roll a truck. Endeavor's 9,000+ certified field engineers help service providers extend their reach to any end user throughout the U.S., Canada or Mexico. This gives service providers the ability to sell their services regardless of a local market presence or how little volume they may have in certain geographies. Endeavor's other services – Order Fulfillment Logistics, and 24x7 Tech Support – are personalized as a seamless extension of the service provider's organization. This also helps service providers scale, by leveraging Endeavor's massive field force, logistics capabilities, and turn-up assistance to roll out new end-user engagements in a matter of days, where the service provider would have previously taken months utilizing their internal resources.

So how many techs *does* it take to install your services? If you are not using Endeavor, chances are, too many.



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on Endeavor, go to
www.endeavortelecom.com.

