



A UNIQUE APPROACH TO IT SERVICE DELIVERY

An innovative model and methodology designed to minimize risk and enhance customer relationships

SirviS was established in 2017 by a team of industry veterans with a vision to develop an IT services methodology that resellers could leverage to meet their customers' requirements. VARs, MSPs and IT solution providers could extend the scope, scale and geographic reach of their solution offerings and strengthen their customer relationships.

With more than 30 years of experience in IT, the company's founders were deeply aware of the challenges faced by the reseller channel. It's virtually impossible to build and maintain a deep enough bench of engineers to support rapidly evolving customer demands. Furthermore, VARs are faced with pouring significant investments into their infrastructure to successfully deliver service capabilities.

Resellers often enter into partnerships to fill resource gaps, but such arrangements are fraught with risk. The partner could take advantage of the customer relationship or, worse, fail to deliver as promised, leading to project failure. SirviS takes a unique approach that helps ensure success for both the reseller and the customer.

Sirvis Methodology

The SirviS methodology is built on five tenets that minimize risk for the reseller:

Transparency. The SirviS "engine" is designed to be bolted onto the VAR's solution offering seamlessly. The VAR owns the customer relationship and controls how SirviS is presented to the customer. The service delivery component can be white labeled, or the VAR can introduce SirviS as a strategic partner.

Assurance. SirviS is not afraid to say "no." We do not put the SirviS name on any project that we can't execute 100 percent. To do so would damage not only our brand but the VAR's client relationship. When we do accept a project, customers can rest assured that it will be completed to their satisfaction. Risk mitigation is a key component of our service methodology.

"Fix It First" Policy. We will stay with a project regardless of the amount of time it takes, and honor our financial commitments. Our team is adept at defining the scope of each project and recognizing potential challenges that could impact the effort involved and delivery schedule. We also have a rigorous change management process to ensure any customer-initiated deviations from the project plan are accounted for. But if something occurs that could not be foreseen, we will address it and ensure that resources are available to complete the project.

Project Management. Project and resource management services are integrated into everything we do. Our certified project management team handles resourcing, assignment and scheduling of service delivery, and monitors, measures and tracks progress. This ensures that the desired outcomes are met, and allows the reseller to focus on the customer relationship.

Agility. SirviS is a boutique consulting and engineering firm with the agility to take on a wide range of projects. We can integrate a single rack of equipment in one facility or handle complex, multisite rollouts. Our Global Super Network of engineers and technicians enables us to tap advanced expertise in multiple IT disciplines anywhere in the world.



Presales Engagement

In addition to engineering services and technical support, SirviS can assist with presales consulting, design and solution architecture. The SirviS team maintains top certifications from industry-leading vendors and has extensive product knowledge throughout the IT stack. We have a proven track record of success in solving difficult design problems and developing solutions that enable rapid time-to-value and maximum ROI.

Distribution Relationships

SirviS has longstanding distribution relationships that can help facilitate the on-time delivery of product to meet project timelines. We work within the framework of existing reseller, distributor and vendor relationships to fill gaps as needed. Our Integration Center allows us to handle the staging, configuration and testing of products from multiple sources to ensure a complete solution for the customer.

