



## **Taco Technologies Service and Support**

Providing exceptional technical support and service to our Partners and their customers is a mantra that the Taco team strives to achieve.

Our Partners rely on our expertise and experience when making decisions and as a result every member of the Taco Tech Services team plays an integral part in the success of our Partners' business. This is a responsibility that we don't take lightly and understand that this is one of the many reasons why we have been operating in Australia and New Zealand for over 25 years.



## Team Mission

The Taco Services team exists to provide excellent technical service and support. The team works with our Partners from project scope and design to post implementation and support, ensuring that their customers are being delivered a solution that addresses their requirements. The team sets themselves apart from the competition with in-house development, technical expertise, and a strong focus on channel distribution with the objective of creating solutions that are productive, sustainable, manageable, secure, accessible and scalable.

## Experience & Expertise

We're all about sharing. The Taco team has experience across many different verticals. Rather than keeping it all to ourselves, we want to share our vast industry knowledge and experiences across all types of implementations with our Partners.

We have the expertise to scope, tailor and deploy complex solutions in a range of different environments to truly deliver a solution that meets our Partners, and their customer's specific requirements.



## Project Management

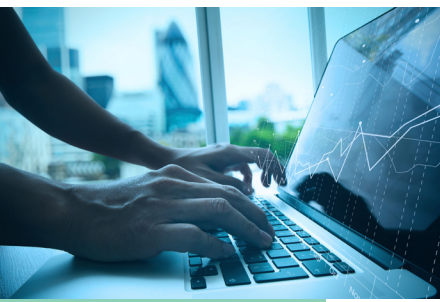
We have a team of skilled professionals to deliver the services our Partners' needs. From the initial job specification to customising both software and hardware, our experienced team ensures the project is delivered on time and to the correct specification. Each project has a dedicated lead that is the single point of contact facilitating all aspects of the project and answering any technical or install related queries. This also includes managing customer expectations and the resources required to deliver the project.





## Professional Services

Our team of highly specialised technical analysts and solution consultants are available to assist our partners with pre-sales assistance and solution design, tender responses, feature set analysis and technical training courses. The team also manages and implements bespoke integrations with third party systems and technical support escalations. If your technical team needs assistance, Taco has that covered too with our professional services and on-site installation support.



## Deployment and Implementation

Our tech services team will gather the pre-install requirements and organise the timing for the installation. If hardware is required, the team will confirm this delivery prior to installation to ensure a smooth implementation. Both the customer and partner will be taken through the steps required to install the solution in their environment and this will include the customer completing certain steps. This confirms the customer's understanding as post implementation, they will be managing the solution. The deployment could be performed on site or remotely depending on the customers requirements.



## Training and Education

As a highly experienced distributor of print and document management hardware and software products for over twenty five years, we pride ourselves on delivering engaging and knowledgeable training programs.

Solution selling can be complex and our team is here to assist in delivering training to our partners that provides them with the tools to confidently demonstrate the benefits of the product and how it relates to their customers challenges. We have training programs for all technical skill levels, from the new IT assistant of a small SMB up to the IT design architect of a large enterprise. The technical team has the capabilities to service and support all projects with the customer's requirements and satisfaction always being the primary focus.