



Intelligent Technical Support Services

Leading brands trust us to support their customers. Shouldn't you?

Support.com is the partner of choice for outsourced technology support for leading companies in retail, software, telecommunications, consumer electronics and the Internet of Things.

We provide support on behalf of some of the biggest and best brands in the world, handling over **17,000 support sessions a day** for consumers with complex technology issues.

BENEFITS TO YOU

- Boost your customer satisfaction scores to industry-leading levels
- Increase the value of your core offerings and create new revenue streams
- Differentiate and expand your product offerings
- Increase the value of your warranty programs



Support.com's Intelligent Technical Support Services deliver high customer satisfaction in the most effective and efficient way

Full-time, exceptionally skilled and trained technology specialists are the backbone of our turnkey programs. They use our proprietary, highly-sophisticated cloud-based software to deliver branded service experiences that earn industry-leading customer satisfaction scores. We use an innovative work-from-home labor model that allows us to recruit the most qualified technicians and to scale rapidly for new programs and fluctuations in demand.

Six Sigma® quality programs ensure that we continuously improve our service delivery processes for outstanding customer support. For our customers with home security programs, Support.com is a California licensed Alarm Company Operator.

Turnkey services for the entire customer lifecycle



Onboarding and Enablement Services

End-user satisfaction starts with the “out-of-box” experience, and Support.com onboarding services make sure that their first moments with your technology are terrific ones. We have a variety of services for onboarding your new customers, including:

- **Install and set-up services** - Setup and configuration guidance for new computers, peripherals, mobile devices, and IoT hubs and devices for the connected home.
- **Networking set-up** - We help configure, connect and establish secure connections among computers, wireless networks and a wide variety of devices.



Problem Resolution

At Support.com, we pride ourselves on solving customer issues quickly and on the first try, regardless of how complex they are:

- **Diagnosis and repair** - We specialize in problems associated with viruses, spyware, network connectivity and software applications.
- **Warranty triage** - Support.com can reduce warranty claims by identifying and resolving many issues remotely, preventing unnecessary and costly replacements and truck rolls.



The Internet of Things is here — are you ready for it?

What type of company do you prefer to use for customer service and support for your smart home?

39%

Service
Providers

37%

Device
Manufacturers

29%

Retailers

(Support.com Survey on Smart Home, November 2015)



IoT and Smart Home Support

A recent report by Parks Associates (“Next Generation Support: Driving IoT Adoption”) estimates that Smart Home products and services will generate just over 7 million support requests in the US in 2015 and approximately 11 million requests in 2019.

As Internet of Things and home automation products continue to gain popularity, retailers, device manufacturers and service providers need to pay close attention to how these connected solutions will be supported. Support.com offers a variety of IoT support services, including:

- **Home automation** - We make sure your customers’ hubs and devices are set up to perfectly suit their personal needs.
- **Home security** - We’re experts at helping customers set up their security systems to provide peace of mind and reduce false alarms.

There's only value if it works

Whether onboarding or resolving issues, we focus on ensuring that your customers know how to get the most value from your products. The more capabilities your customers are able to successfully use, the stronger the relationship becomes over time. And, we go to extraordinary lengths not just to resolve issues but to make sure your most precious assets – your customers – are delighted with you as a company.

Tech support packages at every price point with flexible turnkey offerings

We match our business model with your customers' needs. Our tech support programs deliver a high-quality, consistent customer experience that enhances your brand. Tech support services packaging options include:

- Bundled tech support
- Subscriptions and/or incident based pricing
- Immediate purchase and prepaid cards
- Warranty attach
- Referral

ABOUT SUPPORT.COM

Support.com, Inc. (NASDAQ:SPRT) is the leading provider of cloud-based software (Nexus®) and services to deliver next-generation technical support. Support.com helps leading brands in software, electronics, communications, retail, Internet of Things (IoT) and other connected technology industries deepen their customer relationships.

Customers want technology that works the way it's intended. By using Support.com software and services, companies can deliver a fantastic customer experience, leading to happier customers, a stronger brand and growing revenues.



To find out how Support.com can tailor a program to your specific needs and budget, please visit <http://www.support.com/services> or contact us at **+1.650.556.9440** or at sales@support.com. You can also follow us on Twitter [@support_com](https://twitter.com/support_com).