

# Dark Site Support



Your Federal business is expanding into the DoD and Intelligence Community while your reach into these dark site customers is limited or non-existent. Hiring a talented, cleared service and support team from across the country is not something that can be accomplished in a day. You have to hire cleared field engineers to perform onsite break/fix work, along with security and management staff. Even more daunting of a hiring task, these field engineers must also be skilled in networking, virtualization, operating systems and other facets of IT in order to troubleshoot complex customer environments while working to resolve trouble tickets. When working with the extremely bright customers that work in dark sites, field engineers must be prepared to handle normal break/fix tickets that turn into multi-day troubleshooting mysteries!

Fuse Solutions is operated by a technical leadership team with many years of experience in the U.S. DoD and Intelligence Communities. We understand the challenges associated with operating behind armed guards and barbed wire fences. Scaling to meet your government customer's service and support demands can be cost-prohibitive, time consuming and prove to be too much for a growing business to handle by itself. Fuse works hard to provide superior customer service and satisfaction so your business can meet the growing demand for your products and services.

The Fuse management and engineering teams have been providing service and support solutions directly to our OEM partners and the U.S. Government for over 25 years. With our strong enterprise IT reputation and relationships we can act as an extension of your service and support teams so you don't have to organically build a dark site support practice.

# Our Dark Site Support Service Includes:



## 24/7/365 Onsite

We're on-call to support 4-hour and next business day SLAs for customer sites in the MD, DC, VA areas and other sites across the country.



## More than Just Break/Fix

We augment your team with multi-faceted enterprise engineers who have 25+ years of experience in IT. This diversity allows us to troubleshoot complex problems involving customer's network, storage and virtualization platforms to determine the root cause of their issue. Additionally, we work with our partner's product development teams on test and integration projects to ensure new product features are ready for prime time and work as advertised in dark site spaces. Fuse Solutions can also assist your team by supporting pre-sales activities such as POCs and post sales professional services.



## Enterprise B2B Ticketing and Case Management

Fuse's ability to meet the SLAs we maintain with our partners comes from our enterprise ticketing system that we frequently update to eliminate precious minutes while a ticket turns into a dispatch. As we receive automated case information from our partners, we immediately determine the appropriate engineer to manage the case and dispatch them accordingly. Every case we manage is worked by U.S. based, cleared engineers who know the sensitive, complex nature of our shared customers. As the engineer works the case, he/she updates your support organization with frequent communication and closes the case ensuring the original case is also closed with your business. This level of communication and ticketing system integration keeps us in sync, minimizes human errors and keeps our partners and their customers informed as their case is being worked. Furthermore, it keeps us informed of additional needs or trends so that we may share them with your business.



## Training and Product Expertise

Fuse Support Engineers are trained and certified to work on our partner's products according to their training procedures and recommendations. We strive to be subject matter experts with our partner's technologies so that we can quickly diagnose and perform a solution for your customers.

Fuse Solutions understands the challenges you may face while conducting business with dark site customers (Federal and commercial). It takes time and significant financial resources to develop a strong, cleared team that can deliver reliable, consistent support in these spaces. Fuse helps our partners navigate the dark site landscape that's crucial to a Federal team's success. Our commitment to always do the right thing for our partners and customers is what has kept our employees on our team for over 17 years. **We look forward to serving you!**



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