



## DHISCO client services support

Who you choose to partner with for distribution is critical to your operations. A true partner shares an interest in growing your business, provides guidance on best practices and delivers exceptional support. We are just that kind of partner and DHISCO Client Services Support is at your side from the start.

DHISCO was founded by supply and demand experts with a vision to provide hospitality distribution solutions and world-class support for their clients. We are experts in both sides of hospitality distribution and our objective is to drive your success with intelligent solutions.

serving your team, and your goals

Our sales team works with you during the discovery phase to understand your focus,

business practices and goals. DHISCO Client Services Support prides itself on serving your team.

- Assembles information and shares functional specifications once the relationship is kicked off
- Makes recommendations on DHISCO features, services and best practices ideally matched to your goals
- Identifies and executes key processes needed for room and rate code translation to optimize shopping and booking transactions

streamlined support at any time

DHISCO Client Services Support ensures all systems and software have been designed and built to ensure continual up-time, expedited processing and maintain fallback systems in case of problems.

- Makes its team available 24 x 7 x 365
- Follows an established IT service management (ITSM) priority setting
- Reviews your issue, determines a cause and provides a resolution plan
- Identifies the cause and recommends a resolution, regardless where the issue resides—with DHISCO, supply client or demand client
- Provides a streamlined process and single point of contact for all technical support related incidents
- Utilizes an efficient communication flow between support groups to facilitate resolution time

We have a wealth of services and support available to enable your success. Let's talk about how DHISCO will help improve your distribution reach and booking volume. You'll be pleased to learn more about DHISCO Client Services Support's dedication to your business.

