

# Managed Service Requests

Advantage provides comprehensive support for move, add, change, and disconnect activity.

## The Challenge

Moves, adds, changes, and disconnects (MACDs) of connectivity services can be a drain on an enterprise's resources. Managing the process from submission to task tracking to inventory maintenance can be a challenge for any business – especially with multiple sites across numerous service providers.

## The Solution

Advantage provides comprehensive support for MACD activity for all your connectivity needs. With access to seasoned Project Management talent, who supplement your team, Advantage provides a competitive edge for both small and large endeavors.

- **Move:** A physical move or transfer of service to a new location.
- **Add:** Adding a new service or product that does not currently exist.
- **Change:** A net change modifying existing services, such as an upgrade or downgrade.
- **Disconnect:** Deactivating a service that has been installed and is billing.

Whether it is 1 site or 1000s, our team removes the complexity by managing the requirements, resources and reporting to oversee changes, upgrades, or migrations from a different platform or provider with minimal business interruption.

Consider Advantage your specialized resource partner, without the overhead!

Leverage our team to manage all service request activity, including coordination with the vendor, installation and testing oversight, and updates to your inventory records.



## Benefits

- ⊙ **Full-Service MACD Management**
- ⊙ **Inventory Change Tracking**
- ⊙ **Deliverable and Due Date Management**
- ⊙ **Escalation Management**



## Requirements

- ⊙ **Signed Letters of Authorization to work with incumbent provider(s)**
- ⊙ **Inventory data loaded into Command Center<sup>SM</sup> via template**
- ⊙ **Internal communication introducing Advantage partnership to key company contacts**

# Why Advantage?



## We optimize the technology lifecycle

Advantage is a global connectivity managed service provider that drives value to your organization through five key stages in the technology journey. Employing expert practitioners, efficient processes, and a unique software platform, we solve the challenges of managing technology in the modern enterprise.

### DESIGN

Create purpose-built solutions leveraging leading technologies and ideal providers, based on your unique business needs.

### SOURCE

Negotiate the best possible rates and contract terms, capitalizing on our industry knowledge and a global network of select service providers.

### INSTALL

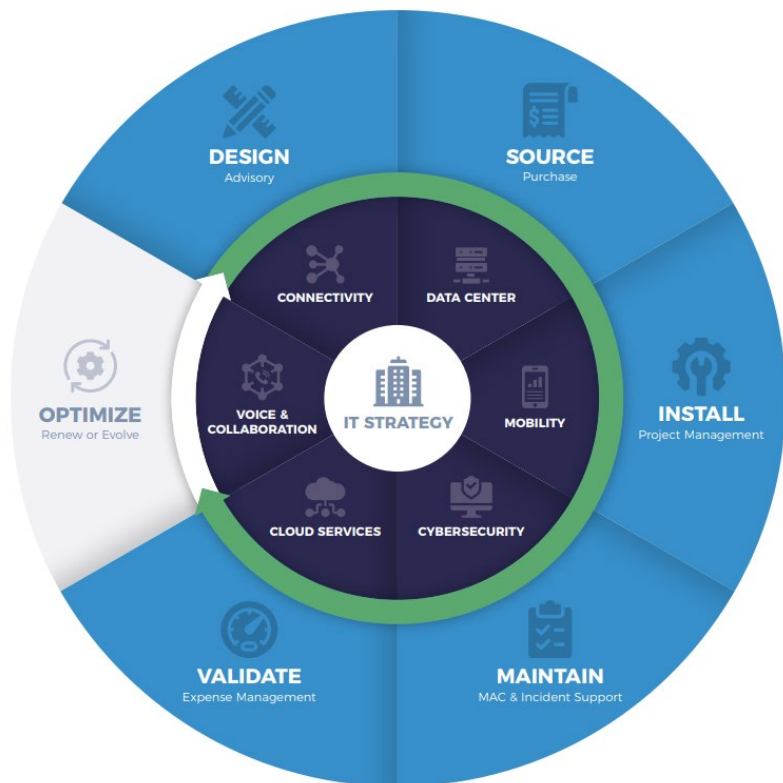
Oversee the seamless rollout of new solutions and the timely disconnect of legacy services, leveraging our years of industry experience and leadership.

### MAINTAIN

Support daily activities such as moves, adds, changes, and disconnects, while providing full inventory visibility through our Command Center<sup>SM</sup> platform.

### VALIDATE

Manage the invoice lifecycle, including contract management, expense validation, dispute resolution and AP/GL payment feeds.



From procurement and provisioning through inventory and expense management, we optimize your communications solutions across voice, data, cloud, and mobility. Advantage is your team behind the scenes—so you can focus on success.

 Learn more at [AdvantageCG.com](https://www.advantagecg.com)

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