

# FISSION INFOTECH

## Technical Support Services

Fission Infotech provides all of the support needed to keep your Web/eCommerce platforms up and running virtually 100% of the time. Our highly educated workforce is trained to comply with common American business practices, delivering top-notch support, reliability and customer service. When they are hired for your assignment, they receive customized training about your business, assigned tasks and overall expectations. And once the job is underway, we continually monitor staff with streamlined lean quality control systems to ensure that they are meeting your high standards.

Tasks we commonly perform in this area include:

**Content Management System Support:** Monitoring systems for storing and displaying content, including articles, blogs and catalogs -- updating content, troubleshooting problems.

**E-Commerce Platform Support:** Overseeing eCommerce operations to find and fix trouble spots, ensuring fast response times for site users, maximizing systems up-time.

**Application/Help Desk Support:** Problem-solving user issues and navigating roadblocks, answering desktop application questions.

**Software Troubleshooting:** Implementing new software systems and ensuring smooth operations, addressing software problems and overseeing quality control.

**Product Queries:** Helping customers with questions about products, inventory, shipping, returns, and other issues, tracking customer problems.



**FISSION INFOTECH WAS  
FOUNDED IN 2010 BY  
PRINCIPALS BHARGAV  
KANDIMALLA AND  
SANDEEP KUMAR  
NUKARAPU. THROUGH  
ITS OUTSTANDING  
REPUTATION AND  
CUSTOMER SERVICE,  
THE COMPANY HAS  
GROWN TO MANAGE  
ALL TYPES OF COMPLEX  
PROJECTS FOR  
LEADING U.S.  
COMPANIES ON A  
DAILY BASIS.**

Fission Infotech can help you manage technical support services to provide 24/7 website surveillance and keep your operations up and running. Located in one of India's largest and most innovative technology hubs, we can ensure superior performance of your eCommerce/Web applications at a fraction of the cost you're currently paying.

## 24/7 SUPPORT

At Fission Infotech, we make it easy to outsource your projects. We first conduct a comprehensive intake session to fully understand your company and requirements, and carefully select and train candidates that will perform best for your company. By working with overseas staff, you can save up to two-thirds of your administrative costs, as well as save on infrastructure investments, salaries, benefits, health care and other overhead. We offer the flexibility you need to manage a fluctuating work flow, so you are never paying staff during sustained periods of downtime. Outsourcing is a growing trend in increasingly cut-throat industries to control costs while maintaining quality. Call us or visit our website at [www.fissioninfo.tech](http://www.fissioninfo.tech) to learn more about getting into the next wave of productivity growth -- outsourcing.