



# TSS DIS at a Glance

Premier IT products & solutions provider serving the following entities in Arkansas's Public Sector:

- State Departments
- Boards Commissions
- K-12 Schools
- Higher Education
- Public Safety
- County Government
- City Government

**\$80 Million**

IT Products & Solutions

**1,500 +**

Governmental Sites Served

**24/7/365**

Monitoring and Support



## VALUES

Technology Leadership | Customer Service | Quality Results | Efficiency

Remote Field Support

24/7/365 Call Center

Desktop Support

IT Planning & Consulting

## VALUE

DIS negotiates with vendors to leverage the state's buying power

## SERVICES

DIS is the engine that keeps public systems operational

- Internet Connectivity Secure
- Data Center Hosting Virtual
- Private Cloud
- Data Analytics
- Voice over Internet Protocol
- Voicemail & Email
- Audio & Video Conferencing
- Tape, Data Storage & Backup



- Network Security
- Windows Desktop Support
- Application Development
- Cybersecurity
- Business Continuity Disaster Planning & Recovery
- Systems Integration Project Management



Department of Transformation and Shared Services  
Division of Information Systems

**EPIC Service**





# DIS Customer Relations

## FACTS

One of our primary goals at DIS is to provide and enhance the best IT services to the public sector.

Our aim is to serve as your collaborative business partner.

We want to communicate with you and communicate on your behalf, if needed.

Your success is our success. We want to advise you about technology products and solutions that optimize and achieve your business goals.

## Business Benefit

of our Customer Relationship Team

We know you count on our products and solutions to be secure, reliable, timely and cost-effective.

We work personally with you and your team to learn what's right for you.

We engage with you in best practice consulting.

Procurements from DIS are exempt from the competitive bidding process.

We can negotiate directly with vendors for volume pricing and pass on the savings.

"I was able to just send a simple email or make a phone call and that was all it took to get immediate help."

- DIS Customer  
Department of Commerce  
Division of Workforce  
Services

## Future Vision

of Customer Relationship Management

We are investing in a new IT Service Management Solution that will improve the DIS customer experience and tear down siloed support and delivery

Unprecedented access to information

Real time dashboards and custom reports

Transform our call center into a help desk

Mobile capabilities for full customer interaction

Voice of customer program via real time surveys

Options for self-service capabilities

## Customer Relations at a Glance

### Local

When you contact the DIS Call Center, you are calling Arkansans.

### Personal

Our Customer service teams get to know you and your staff.

### Responsive

Our call center functions 24/7. Someone is always available to personally take your call.

### Dedicated

DIS will work around the clock until the incident is resolved.

### Stable

When you work with another state department, you can be assured your service will be available in the long term for service and support.



501.682.9990  
[transform.ar.gov/information-systems](http://transform.ar.gov/information-systems)