



ELEVATING YOUR CONNECTED
CORPORATE ENVIRONMENT



SERVICES – SHORT VIEW

As an exclusive partner of AT&T, Five Star Technology Group's top priority is to create and maintain a seamless experience for our clients. The value of our company comes from the highly-experienced individuals that make it best in class in adapting to the rapid changes in the Technology Industry. Listed below is a high-level description of our services provided and can be tailored to meet the needs of each individual client.



Professional Services

Our Sales Professionals fully manage and provide tailored services to execute a seamless and comprehensive strategy for our clients depending on their needs.

- RFP and Rate Plan Analysis Assistance
- Sales and Engineering Resources with expertise in Strategic Mobile and Wireline Solutions inclusive of IoT, FirstNet, Security, MPLS, SD-WAN, Voice Solutions and TEM Services to help a client leverage the breadth of their connectivity environment
- Wireline Network and Security Services inclusive of Consultation, design, and implementation support of AT&T network and applications solutions
- Subject matter expertise in data, voice, hosting, SD-WAN, and security applications with dedicated project management support through service delivery.
- Ongoing account management support and technology consultations



Project Management

Project Management with Mobility Deployment Services that will coordinate, streamline, and make seamless the technology deployment through deliberate planning and coordination.

- On-site deployment, at key locations to configure devices, data transfers, tailored Implementation services.
- Pre-implementation coordination with all involved parties to ensure accuracy of information for deployment.
- Development of a Custom Client Branded End User Guide.
- Design and/or implementation of solutions to complex projects that require engaging multiple groups within AT&T, Vendors and Service Providers
- Process management of accessories and buyback (old devices) coordination and sourcing of non-stock equipment and accessories



Service Management

Dedicated Service Manager assigned to provide Daily Support and Weekly / Monthly Stewardship Reporting.

- Dedicated named contact for all service related questions and inquiries
- Call hosting (as required) with customer and AT&T sales/service team
- Monthly /quarterly stewardship reviews to discuss overall account health
- Report generation and recommendations on rate plans based on current contracts
- Individual or bulk account changes (Features, Rate plans, etc.)
- Profile updates/changes and additions when needed



Order Processing

Dedicated Order Processing Team committed to timely and accurate turnaround of individual and bulk requests.

- Processing of new line activations, ports, upgrades and feature changes
- Number porting in the AT&T ordering system with concurrence confirmation from previous carrier
- Report tracking and maintenance of all processed activity delivered back to client in an agreed upon format