

TSP CSC

Enhance your IT operations like never before with our powerful, cloud-based platform purpose-built to streamline IT service operations from end to end.

By enhancing visibility, improving tracking, and reducing overhead, CSC helps you maximize operational efficiency and drive better outcomes for your IT organization.

# IT SERVICE MANAGEMENT

OUR PRODUCT IS OUR PEOPLE



# STREAMLINE IT SERVICE AUTOMATE WORKFLOWS MAXIMIZE EFFICIENCY

CSC is a potent and infinitely scalable cloud-based system designed to optimize IT service processes.

By designing our custom system, TSP has the flexibility to design and implement integrations quickly. A typical setup with your ServiceNow, Salesforce, or even homegrown system can be online in a matter of days.

## CSC SERVICE REQUEST TRACKING

No longer do service requests go into a blackhole. Customers can follow the entire service process, every step of the way — watch each step from the minute a request is created to the time a request is closed.

## CSC CUSTOMER ALERTS

Notifications are sent to all resources of a customer requiring white glove service due to specific circumstances. Past escalations will flag a customer, ensuring all resources are aware they need extra care.



View	Scheduling ready	Awaiting shipment	Awaiting response	Scheduled	Dispatched	Completed
387874	464742	597706	598706	598710	600625	601625
Customer Name: [Redacted]						
Employee Name: [Redacted]						

**Request 597841 - IN PROGRESS**

**General**  
 Tap: [Redacted] - Service dispatch

**Resolution**  
 TSP Project #: [Redacted] | Status: In Progress | Stage: Delivery prep

**Documentation**  
 189563 | Project Name: [Redacted]

**Attachments**  
 Opened: 6/9/2025 11:25 AM | Service delivery: [Redacted] | Pre-call: [Redacted] | Contract: 5740 | Service level: Initial (DAS/NA) | Type: Call out | Priority: Normal

**Activity**  
 First level customer: [Redacted] | Cust. Project #: 464736 | Cust. Task #: 5.2 | Cust. SO #: 60054261 | Reference #4:  
 Contact Name: [Redacted] | Role: Service coordinator | Office phone: 800-555-1234 | Mobile phone: [Redacted] | Email: contact@femail.com  
 Alternate first level contact name: [Redacted] | Role: Sales rep | Office phone: 800-555-1234 | Mobile phone: [Redacted] | Email: [Redacted]  
 End user customer: [Redacted] | End user contact name: [Redacted] | Office phone: 800-555-1234 | Mobile phone: [Redacted] | Email: customer@femail.com  
 Alternate contact name: [Redacted] | Office phone: [Redacted] | Mobile phone: [Redacted] | Email: [Redacted]

**Address**  
 Street address: 123 Main Street | Address notes: [Redacted]  
 City/Town: [Redacted] | State/Province/Region: TX | Zip/Postal code: 75249 | Country: United States

**Other service professionals**

Person	Type	Start date	Start time	End date	End time
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

**Links**  
 Name: [Redacted] | URL: [Redacted]

EMPLOYEE AND CUSTOMER INFORMATION REDACTED TO PROTECT CONFIDENTIALITY.

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# STREAMLINE IT SERVICE

# AUTOMATE WORKFLOWS

# MAXIMIZE EFFICIENCY

Service requests → Engineer finder

Calendar view: 8/11/2025 - 8/24/2025 | By day

Contracts: [ ]

Zip/postal code: [ ]

Skills & certifications: Optional

Include days:  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

Include hours: Midnight through Midnight

### CSC'S ENGINEER FINDER

Our tool matches an engineer to a service request based on skill and location, helping to reduce travel expenses by efficiently finding the closest available resource.

### CSC'S SKILLS MANAGER

This tool helps coordinators select a skilled and available engineer. In real-time, TSP can identify the number of engineers authorized in a specific skill.

Employees → Skills manager

Search by contract & customer persons | Exclude deprecated skills

Person	Region	Circus Installation	FA //S NDU	FA //S JSL	FA //S NDU	FA //S C/E Install	FA //S Install	FA //S Intraseries NDU	FA Capacity Add	FA Capacity Consolidation	FB //E Install	FB //S Blade Add	FB //S Chassis Add	FB //S DFM Add	FB //S MC Install	FB //S SC Conversion	FB //S SC Install	FB //S SC Upgrade	FB //S DFM NDU	Hardware Installation	Pure FA Knowledge Transfer	
Employee Name	South Central - Dallas	Available	Available	Available	Available	Available	Available	Available	Available	Available	Shadowing	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	South West - Los An...	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	South East - Florida	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	
Employee Name	North West - Bay Area	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	Mid Central - South ...	Available	Available	Available	Available	Available	Available	Available	Available	Available	Shadowing	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	North East - CC Area	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	East Central - KOW	Available	Available	Available	Available	Available	Available	Available	Available	Available	Shadowing	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	North East - NE Wash...	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	South Central - Dallas	Available	Shadowing	Available	Available	Available	Available	Available	Available	Available	Shadowing	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	North East - New Dr...	Available	Shadowing	Available	Available	Available	Available	Available	Available	Available	Shadowing	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	South Central - Dallas	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	Mid Central - North ...	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	South Central - Austin	Available	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized
Employee Name	North East - East pla...	Available	Available	Available	Available	Available	Available	Available	Available	Available	Shadowing	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	South Central - Dallas	Available	Available	Available	Available	Available	Available	Available	Available	Available	Shadowing	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	South East - Florida	Available	Available	Available	Available	Available	Available	Available	Available	Available	Shadowing	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	
Employee Name	South Central - Ho...	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized
Employee Name	South East - Texas	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized	Authorized
Employee Name	South Central - Dallas	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	

### Lead Times

Calendar days | Business days

Skill	Lead time	10-day history	Engineers	Open dispatches	New dispatches/30 days	Completed dispatches/30 days
Remote Installation	10		3	0	0	0
FA //X//C//E Install	22		9	106	54	56
FA Capacity Add	16		11	19	16	25
FA //X NDU	10		14	204	127	98
FA Capacity Consolidation	10		13	39	37	46
FA //XL Install	10		8	3	4	2
FA //XL Intraseries NDU	10		8	0	0	0
FA //X → //XL NDU	16		4	0	0	0
FB //S SC Install	16		4	5	4	1
FB //S Blade Add	16		3	0	0	0
FB //S DFM Add	16		3	0	0	2
FB //E Install	16		2	4	7	6
FB //S MC Install	16		2	0	1	2

### CSC'S DASHBOARDS

Actionable information and metrics are leveraged and shared with ease. Customizable dashboards, such as Lead Times, provide daily estimates of how long a potential skill for a customer could take to fulfill.



A man with glasses and a beard is working on a laptop in a server room. The background shows server racks with lights. The text is overlaid on an orange banner at the top left.

# OUR CLOUD-BASED SYSTEM

# CUSTOMIZED FOR YOU

Whether you're managing service tickets, installations, scheduling, or reporting, CSC simplifies complex processes and ensures consistency across every interaction. Its intuitive interface and flexible configuration options make it easy to tailor to your business needs, regardless of how unique they may be.

## CSC Transforms Your IT Service Management

### **AUTOMATION**

Automates routine workflows and time-consuming processes, freeing up valuable resources.

### **REDUCTION**

Reduces costs by improving operational efficiency, minimizing downtime, and optimizing resource allocation.

### **ENHANCEMENT**

Enhances tracking and reporting, offering real-time insights.

### **REPORTING**

Share critical data with ease and improve decision-making.

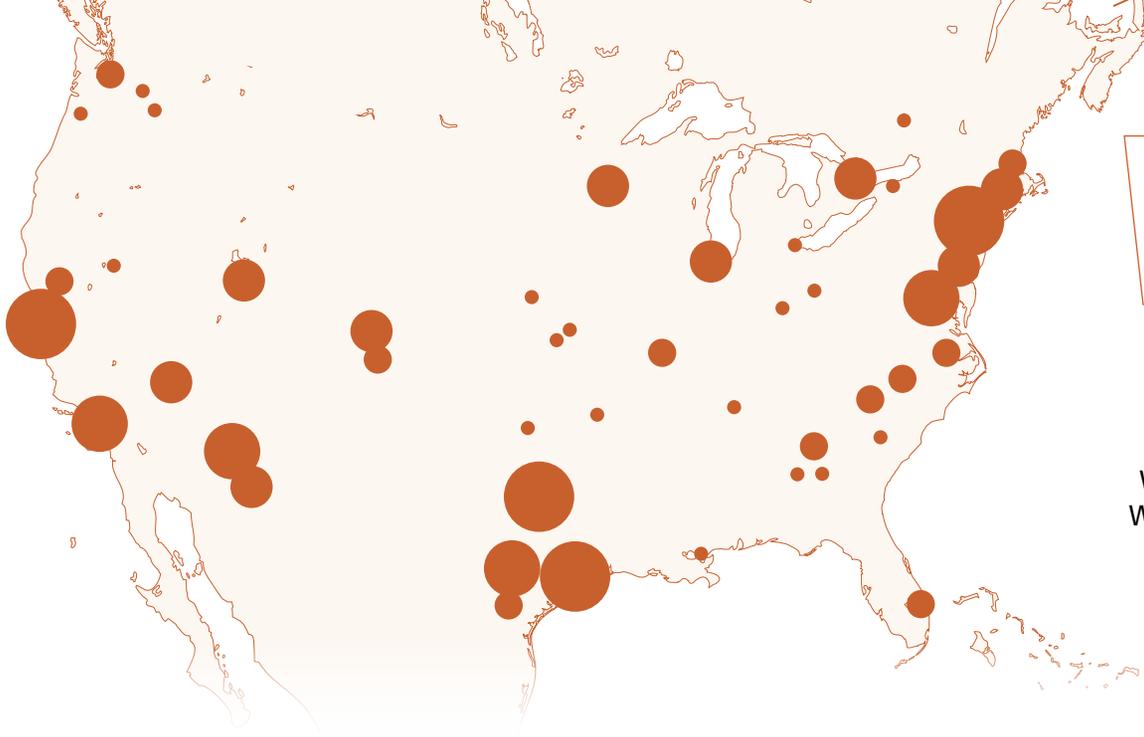
### **INTEGRATION**

Seamlessly integrates with your existing systems through custom integrations, ensuring a smooth and customized IT service experience.

### **ADAPTATION**

Adapts to your evolving business needs, ensuring continued growth and efficiency.

**DESIGNED BY IT EXPERTS FOR REAL-WORLD PERFORMANCE, TSP CSC IS THE BACKBONE OF MODERN SERVICE DELIVERY.**



# WE ARE TSP

TSP is award-winning, customer-endorsed, and minority-owned. We provide custom, flexible, and flawlessly executed IT services and talent solutions throughout the United States and Canada.

We create great customer experiences by saving you time and money. We're driven by integrity — we do what we say we will do — exceeding expectations. Our value-based pricing focuses on your business objectives, making your success our top priority.

We don't manufacture devices or sell software — our product is our people.

## FOCUS ON GROWING YOUR BUSINESS, NOT MANAGING YOUR IT INFRASTRUCTURE AND WORKFORCE



### IT MAINTENANCE SERVICES

Simplify your IT service and reduce cost and downtime to your data center's network, server, and storage infrastructure with our custom IT services.



### IT WORKFORCE SOLUTIONS

Amplify your team with our talented IT professionals and minimize the complications of managing people, processes, and technology in-house.



### IT PROFESSIONAL SERVICES

Grow faster using our geographic reach and expertly trained IT workforce to achieve best-in-class IT support for you and your customers.



### IT RECRUITMENT SOLUTIONS

Scale your IT workforce with ease by hiring faster, cutting cost, and minimizing turnover through our strategic IT staffing and recruitment solutions.

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