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

tsp

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.

EMPLOYEE AND CUSTOMER INFORMATION REDACTED TO PROTECT CONFIDENTIALITY.

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STREAMLINE IT SERVICE
AUTOMATE WORKFLOWS
MAXIMIZE EFFICIENCY

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.

Lead Times

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.

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.
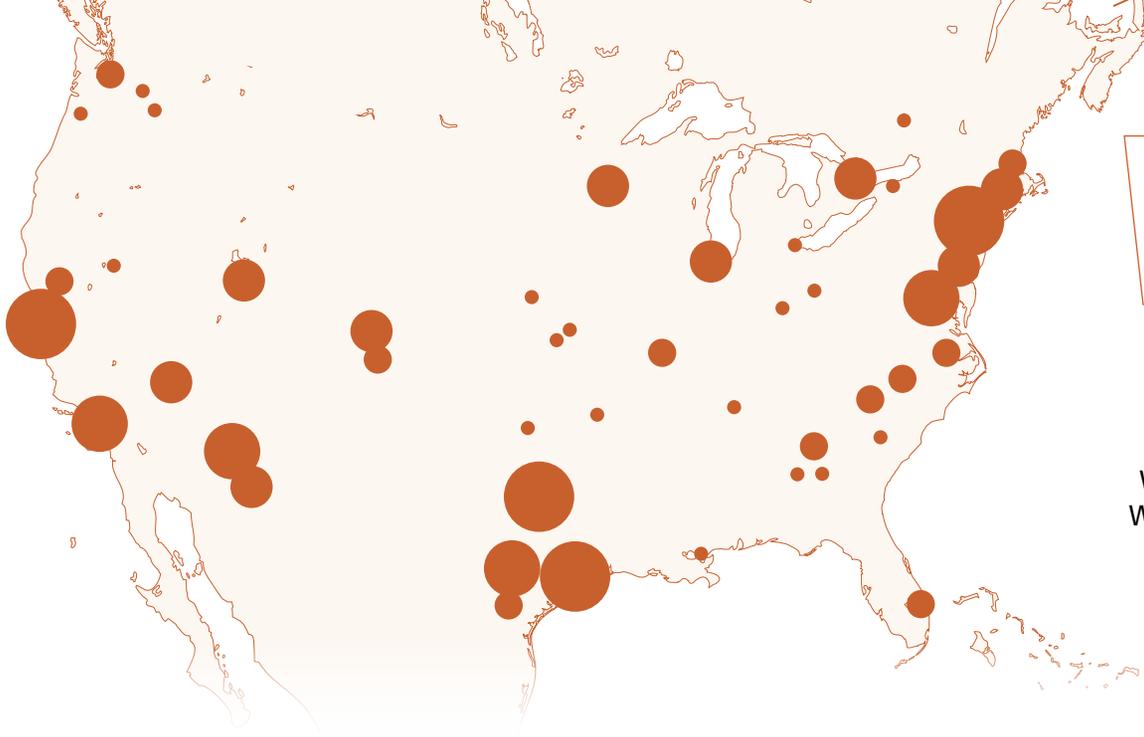
WE ARE TSP

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.

PHONE
866.484.6881

WEB
mytsp.net

HQ
1850 North Greenville Ave., Ste 157
Richardson, TX 75081