

The Value of RightSourcing™

COSTS TO BEAR

The costs associated with providing world-class technical support range from 8 to 20% of total company revenues, according to The Association of Support Professionals. They also confirm that smaller companies pay more for support because they are burdened with MIS, software testing, customer service, training and documentation.

CALLING THE EXPERTS

J-Curve Technologies eliminates the high-cost burdens of product technical support on small companies with a unique and efficient solution that we call RightSourcing. Our branded Level I and Level II technical support programs have been created by top industry experts as a more effective way to outsource. J-Curve delivers complete value-added support services, improving the performance, efficiencies and profitability of small to medium-sized businesses.

How can we save companies so much? Our programs leverage the expertise of **technology, people, process** and **infrastructure** to define a perfect RightSourcing solution. We then pass along the savings by a shared model of branded product technical support so small companies can drastically reduce costs and focus on their core competencies.

HOW MUCH CAN J-CURVE SAVE YOUR COMPANY?

Today, we are saving companies on average 55% through our RightSourcing programs. We continually demonstrate that we can save companies anywhere from 35 to 75% on their existing costs to deliver product technical support.

Average Median Salary of Level I PTS:	\$40,400 per person*
Benefits and Taxes:	\$12,500 per person*
Average Support Infrastructure Costs:	\$17,800 per person**
- Telephones, training, facilities, equipment, overhead	

The J-Curve Bronze Program reduces costs up to 60% instantly! Call J-Curve Technologies today to learn how we can help you reduce your costs and improve your customer experience.

**Data confirmed by Salary.com*

***Average costs reported by The Association of Support Professionals*

