



LEVERAGED SUPPORT

DYOPATH's Leveraged Support model combines the right mix of onshore, nearshore, and U.S.-based resources to deliver efficient, responsive IT support without compromising quality. This flexible approach allows organizations to optimize cost, scale capacity, and maintain high service standards—all while leveraging DYOPATH's structured managed services framework, DYOSPHERE.

Leveraged Support is ideal for organizations seeking a balance of premium service, cost efficiency, and operational flexibility. It enables clients to scale up or down quickly, adapt to changing business demands, and ensure consistent user experiences across all support channels.

WHAT IS LEVERAGED SUPPORT?

Leveraged Support is a hybrid model that strategically combines different delivery options to optimize IT operations. DYOPATH manages the entire ecosystem—onshore, nearshore, and U.S.-based resources—under a unified service delivery framework. This ensures seamless collaboration, predictable outcomes, and clear accountability.

CLIENTS BENEFIT FROM

**FLEXIBLE RESOURCE
ALLOCATION BASED ON
DEMAND**

**COST OPTIMIZATION
WITHOUT SACRIFICING
QUALITY**

**PREDICTABLE SLAS
AND CONSISTENT
SERVICE DELIVERY**

**INTEGRATED
REPORTING AND
VISIBILITY ACROSS ALL
SUPPORT TIERS**



INTEGRATED INTO DYOSPHERE

DYOPATH's Leveraged Support is fully integrated within DYOSPHERE, our comprehensive managed services framework. By combining people, processes, and tools under a single model, DYOSPHERE ensures that leveraged resources operate with consistency, governance, and measurable outcomes.

KEY FEATURES INCLUDE:

UNIFIED TICKETING,
MONITORING, AND
REPORTING ACROSS
DELIVERY MODELS

STANDARDIZED
WORKFLOWS AND
ESCALATION
PROCESSES

CONTINUOUS
IMPROVEMENT AND
PERFORMANCE
REVIEWS

ALIGNMENT WITH
CLIENT-SPECIFIC
POLICIES,
COMPLIANCE, AND
GOVERNANCE
REQUIREMENTS

LEVERAGED SUPPORT MODEL

END USER SUPPORT

DYOPATH delivers Tier 1 through Tier 3 support across onshore, nearshore, and U.S.-based teams. Users experience consistent communication, rapid issue resolution, and high satisfaction, regardless of which delivery channel is engaged.

INFRASTRUCTURE & OPERATIONS SUPPORT

Leveraged Support provides scalable infrastructure management, operational tasks, monitoring, patching, and incident response across multiple locations and platforms, enabling organizations to focus on strategic initiatives.

SECURITY & COMPLIANCE SUPPORT

Leverage enterprise-grade tools and expert oversight to secure every endpoint.



WHY CLIENTS CHOOSE DYOPATH FOR LEVERAGED SUPPORT

FLEXIBLE & SCALABLE RESOURCE MODEL

Organizations can scale support resources up or down in real-time based on business needs, seasonal demand, or growth initiatives without adding long-term headcount.

COST OPTIMIZATION WITHOUT SACRIFICING QUALITY

By combining nearshore efficiency with U.S.-based accountability, clients achieve a balance of cost savings and high-quality service.

CONSISTENT SERVICE LEVELS & ACCOUNTABILITY

DYOPATH's leveraged model operates under competitive SLAs, ensuring predictable response and resolution performance across all support resources.

PROVEN CLIENT SATISFACTION

Our model maintains a **Net Promoter Score of 82**, reflecting high trust, consistent service quality, and positive end-user experiences across leveraged delivery models.

GOVERNANCE, SECURITY & QUALITY CONTROL

DYOPATH applies rigorous governance, security, and quality standards to leveraged support, including:

**ROLE-BASED ACCESS AND
SECURITY POLICIES**

**DOCUMENTED PROCESSES AND
RUNBOOKS**

**SLA MONITORING AND
REPORTING**

**ONGOING TRAINING AND
QUALITY ASSURANCE REVIEWS**

Clients gain the efficiency of a hybrid model while maintaining full control and visibility.

DESIGNED FOR GROWTH AND COMPLEXITY

DYOPATH Leveraged Support is ideal for organizations navigating growth, acquisitions, seasonal peaks, or complex IT environments. The hybrid model allows clients to flexibly deploy resources where they are needed most, ensuring operational continuity and optimal performance.

LEVERAGED SUPPORT FOR PRIVATE EQUITY & HIGH GROWTH ORGANIZATIONS

For private equity-backed or rapidly scaling businesses, leveraged support provides operational flexibility, cost control, and consistent IT service quality—enabling value creation across the investment lifecycle.

A SMARTER, FLEXIBLE APPROACH TO SUPPORT

DYOPATH Leveraged Support combines the strengths of U.S.-based, nearshore, and onshore delivery within a unified, structured framework. The result is a scalable, cost-efficient, and high-quality support model that aligns with business goals, regulatory requirements, and user expectations.

Ready to explore Leveraged Support with DYOPATH?

Let's build a support model that delivers flexibility, efficiency, and exceptional service.