

✓ Hedge Funds

✓ Private Equity

✓ Asset Managers

AtlasWorkplace's White Glove Service provides clients with 24/7 access to global engineers who act as an extension to their team. Each client is assigned a dedicated Technical Account Manager to oversee delivery, escalation, and service planning. The service includes rapid issue resolution, onsite engineering support, and optional embedded resources. A dedicated VIP support program ensures enhanced service for C-level executives and front-office users.

## White Glove Service

When things go wrong, we act fast. Onsite engineers can be dispatched as soon as needed, and for clients who want a deeper local presence, we offer the option of a full-time onsite resource embedded with your team. For C-Suite, Portfolio Managers or deal team principals, our VIP support program adds another layer of attention and responsiveness.



### Follow-the-Sun Support Desk

24/7/365 global support desk, ensuring uninterrupted service for every user worldwide.



### Dedicated Technical Account Manager

Tailored engagement plan to guide your success, led by a dedicated Technical Account Manager.



### Face-to-Face Approach

At any one time, 40% of 200+ support engineers are on-site, face-to-face with our customers. Many customers choose a full-time onsite presence.



### VIP Support Program

Exclusive VIP support program offering priority service, faster resolutions, & care.



### Dedicated Project Management

Dedicated project management ensuring seamless delivery, clear communication, & service excellence.



### Tailored Solutions

Customized support services designed around your business needs for maximum impact.

## Premium White Glove Support, delivering expert care across every time zone



### Customer Profile



### Use Case



### Private Markets

For a leading private equity firm, we launched a VIP program with direct executive engagement, ensuring technology was ready ahead of travel and providing a single trusted contact for any issue.



### Capital Markets

Options knows zero downtime is vital for trading. For a leading global quant fund, our dedicated onsite engineers run daily morning health checks to ensure critical systems are ready for market open.



**Discover the impact a true white glove service can have on your business – contact us today.**

Our White Glove Support services combine 24/7 follow-the-sun coverage, dedicated account management, onsite engineering, VIP programs, tailored solutions, and project management to deliver proactive, attentive, and reliable support wherever your business takes you, keeping your operations running smoothly.