



Fully Managed IT Support

Proactive Maintenance

Disaster Recovery

Remote Support

Service Desk

Call Centre

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1. Fully Managed Support

1.1. Service Desk

The ITVET Service Desk provides a one stop point of contact between the client and our incident management and problem management team. Here we thrive on information exchange between the client and the engineer. The service desk function is designed to complement our first line troubleshooting engineers. This is where your first contact is made; and this is why we believe that the service desk is our most important asset.

The Service Desk provides an invaluable rapid first line troubleshooting tool and can always assist with any enquiry. The ITVET service desk continually builds a relationship with our clients in order to understand their needs and this helps in providing our high ratio of first time fix rates.

Once your call has been logged via phone, email or online, the Service Desk team will then make the first line response call and, if needed, will allocate that call to the engineering team.

1.2. On Site Engineer

In order to provide second and third line support it may be necessary to have an engineer on-site to carry out higher level diagnosis and/or to assist with hardware failures. ITVET engineers all have a very good understanding of networking protocols and local area network domains. They always have available all Server Documentation with any authentication requirements and Administrator or Supervisory passwords. In most circumstances ITVET are asked to provide on-site support on a predetermined response level and within normal working hours.

1.3. Remote Assistance

In order to provide instant assistance ITVET uses the latest in secure remote and VPN connections to provide ultra quick remote assistance. All of our remote connections into clients' networks are encrypted and secure. The majority of our calls are completed via remote assistance and this gives the client the ability to see the resolution live in front of their eyes. We throw the training in for free!

1.4. Live On-line Assistance

Live on-line assistance allows our clients to speak instantly with a First Line Support engineer. Just a single click on our website opens a secure chat window directly to one of our support agents. This means all of our clients have the ability to speak immediately with an operator minimizing the costs of a phone call and also improving the chances of a 'first time fix'. If the agent does not resolve the issue during the chat session a call is logged on our Service Desk and a ticket reference issued.

1.5. First Line Support

First Line Support is provided by the service desk engineers who gather detailed information, offer basic troubleshooting steps, and then quickly assess whether they can assist further. If the issue is not resolved at this point, then the call will be escalated to second line support.

1.5.1.1. Key Tasks and Responsibilities:

Assisting clients in assessing exact problem and then agreeing a priority
Deciding when an incident needs to be escalated to Second Line Support or Remote Support
Assisting with minor Operating System issues
Assisting with Application Software issues
Assisting with printer and peripheral problems

1.6. Second Line Support

Second Line Support provides remote access and technical assistance when the issue is escalated from the first line service desk. A Second Line Support engineer will have a high level of expertise in most aspects of the client's network, servers and workstations. The Second Line support engineer will be able to resolve issues in most incidents.

1.6.1.1. Key Tasks and Responsibilities:

Assisting on-site personnel with difficult fault related problems
Suggest immediate action to limit damage and to provide partial restoration of services.
Performing general fault diagnosis and testing
Deciding when an incident needs to be referred to Third Line Support
Recommend taking components or lines out of service
Recommend putting components or lines back in service
Request reconfiguration of all or part of the network
Request that Systems and Network Administration make configuration changes

1.7. Third Line Support

Third Line Support functions are highly specialised and only include handling those problems which cannot be handled by second line support. A third line engineer is likely to have specialised skills in one area, more than one third line engineer may be referred to in a single incident.

These incidents are likely to be complex in nature and a typical incident may require the Third Line Support engineer to manage and assist in a number of ways. These types of incidents can require onsite visits or third party escalations.

1.7.1.1. Key Tasks and Responsibilities:

Invoke selected diagnostic and testing procedures for the purpose of determining or verifying faults.
Perform protocol analysis or performance monitoring functions, for a specified period on the equipment or on the network.
Analyse any fault-related data collected, such as event logs and status information in order to isolate faults
Enter into communication with equipment manufacturers or software developers
Implement procedures to correct or work around problem
Recommend taking components or lines out of service
Recommend putting components or lines back in service
Request reconfiguration of all or part of the network
Request that Systems and Network Administration make configuration changes
Track network and system operations following fault correction to ensure that the faulty situations are corrected
Minimize any downtime, and maximise network operability

1.8. Network Administration

Network Administration enables our clients to have peace of mind that their network is always stable and free from any surprises. Network administration is carried out for all of our Pro-active Support clients and it includes a full range of server and network stabilisation checks.

1.8.1.1. Key Tasks and Responsibilities:

- Preventative maintenance
- Software Maintenance and Service Pack Upgrades
- Maintain Backup procedures and ensure restorations can be made at short notice
- Manage user accounts, login names and passwords
- Manage email accounts, addressing and forwarding rules
- Instigate client-provided Security Policies by templates
- Monitor disk space and generate notification
- Monitor Memory Utilisation and Capacity
- Firmware, drivers, and patches applied
- Manage network addressing
- Respond to changes requested by end users
- General Server Operating System Maintenance
- Analysis of Event viewer for problems and tackle issues raised

1.9. Hardware Cover

ITVET can support all IT equipment, including servers, workstations, laptops, servers, printers, scanners, switches, hubs, routers, bridges and cabling.

Where commercially viable ITVET will provide replacement parts and rebuild the faulty equipment. Where parts exceed replacement value a low-cost replacement will be offered including data migration and setup.

Replacement loan equipment for the failed unit can usually be made available if an off-site repair is required or a fix cannot be effected within the agreed Service Level Agreement.

1.10. Warranty Cover

The correct management of manufacturer warranties is an essential element in maximising the service and financial benefits to the client. ITVET ensures you are treated as a premium client and provides an interface between you and the Manufacturer. Warranty cover is often provided with non-contracted response times and an insistence that a software reload has taken place before hardware is changed. ITVET will ensure that the age old problem of "blame shifting" does not occur and take full responsibility for the complete resolution of any fault.

Parts can sometimes be an issue and it is strongly recommended that additional parts replacement cover be taken, particularly on mission-critical equipment. This should be discussed with your Account Manager.

ITVET will always recommend that equipment purchased carries a 3 year warranty, which will be managed by our inventory and asset management software.

2. Service Delivery Team

2.1. Overview

ITVET sets a high degree of emphasis on ensuring that there is an effective relationship with all clients. This ensures that the client will achieve the maximum benefit from the support contract, and that any issues can be immediately raised with the person who has ownership of that element of the service. ITVET believes that pro-active support is the key to achieving the highest possible level of system uptime. It is our goal to not only live up to our client's expectations but to exceed them.

2.2. Service Desk

In being able to provide support in the fastest possible time, it is essential that the right people are called to the right problem. Our Service Desk Engineers quickly evaluate where the fault lies. Network hardware or any Server fault is investigated and the correct personnel made available. Support issues are defined as hardware faults, software faults, or configuration issues, and passed on as necessary.

Where feasible, a problem may be resolved remotely, where the need for engineer intervention has been established, the call will be progressed through to the Allocation phase, via our Service Desk Software. In the event that a hardware fault has been identified, the Service Desk Engineers will enter the part number of the item required, and this automatically alerts the Logistics Department who source and arrange immediate delivery of replacement parts.

2.3. Engineers

Wherever possible ITVET will assign a dedicated service engineer to each client. The Engineer automatically receives allocated jobs via his mobile and email. The Engineer will respond in accordance with the contract requirements, and may telephone the site contact if he requires further information on the fault condition. Where difficulties are encountered in resolving faults, the client engineer is required to initiate escalation procedures via established channels. Having remedied the fault condition, he will provide the user with a Service Visit Report and once the client has accepted, update the Call Control Centre.

2.4. Service Manager

A Service Manager is responsible for the operational delivery of service to the client. Our Service Managers are dedicated to oversee that the quality of service is maintained to the highest possible standards. ITVET Service Managers are on hand to support our clients and unlike other companies are contactable during normal working hours.

2.5. Technical Director

The Technical Director has both commercial and operational responsibility for delivery of service to the client. The Technical Director must ensure the support department is able to meet its Service Level Agreement. By constantly monitoring levels of expertise he ensures a constant training program is in place to meet the expectations of both our Clients and our Partners.

2.6. Account Manager

The Account Manager is directly responsible for the relationship with the client and deals with all commercial aspects of the contract and ensures that services continue to meet changing client needs. The Account Manager is responsible for coordinating all internal functions that may interface with the client for Contract Administration and Finance.

3. Service Level Agreement

3.1. Overview

The Service Level Agreement (SLA) is the level of service you require ITVET to guarantee. This service level agreement is based on four defining factors.

First Line Response - The number of hours we are allowed to respond to an initial call request, evaluate and allocate the call.

Second and Third Line Response - The number of hours from the initial call log when we must provide a remote/on-site engineer.

Fix Time - The number of hours, once we have commenced repair, we must endeavour to effect repair.

Normal Service Hours - The normal working hours of our support department including the Service Desk and Engineers.

ITVET's flexibility allows us to tailor any of these service commitments for any piece of your equipment to suit your exact requirements.

3.2. Standard Service Commitment Levels

The following show our standard Service Commitment Levels:

GOLD

2 Hour Response

First Line Response within one hour during Normal Service Hours.
Remote/On-site response within two hours, during Normal Service Hours.
Fix Time within two hours.

Helpline availability between 9:00am to 5:00pm

SILVER

4 Hour Response

First Line Response within one hour during Normal Service Hours.
Remote/On-site response within four hours during Normal Service Hours.
Fix Time within 4 hours.

Helpline availability between 9:00am to 5:00pm

BRONZE

8 Hour Response

First Line Response within two hours during Normal Service Hours.
On-site response within eight hours during Normal Service Hours.
Fix Time within 8 hours.

Service Desk and Live Online availability between 9:00am to 5:00pm

For more information please contact the ITVET sales team

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