

NetCare - Telindus Network Support

Keeping your business running each day, every day.

The Telindus NetCare portfolio is a suite of services aimed at maximising the availability and performance of our clients' networks. NetCare is provided as a set of flexible set of Core, Advanced and Managed service modules which can be combined to provide the optimum level of support according to individual customer needs.

NetCare Advanced Services



NetCare Advanced Services build on our Core Services portfolio and add value by accelerating the diagnosis, analysis, resolution and reporting of network incidents. These are described below and overleaf.

Service Management

This service is provided by assigning a Service Manager (SM) who, depending on the size and scope of the services being delivered can be a shared resource or dedicated to a single customer or even customer project.

Service Managers maintain a close customer relationship in order to be able to understand the needs of the customer and to give advice accordingly. They coordinate the delivery of services and are a strategic point of contact. The SM can call on the expertise of appropriate specialists when the customer has specific needs.

Service Management Responsibilities

Service Management:

- Service build and transition management
- Development and maintenance of the relationship with the customer
- Provision of a focal point of contact for contracted services
- Providing the customer with a champion internally within Telindus
- Provision of a point of escalation for service issues and problems

Service Quality:

- Management of the contract operational deliverables and support elements
- Monitoring and measurement of applicable service levels
- Production of regular service reports as agreed with the customer
- Development of processes and procedures to enable delivery of the contracted services
- Continuous service improvement over the contract life

Service Review:

- Regular service review meetings as agreed
- Internal service review meeting within Telindus (as necessary)
- Production and presentation of service performance reports showing performance against contracted service

Remote Diagnostics

Telindus Remote Diagnostics is a successful, proven, add-on service to our Remote Technical Support Service. Via this service our engineers can establish remote access to the customer network via PSTN, ISDN or, increasingly, via an IP VPN.

After receipt of a request from the SMC, an engineer will create a connection with the faulty device (if possible) or with the network management system and start remote diagnostics in order to isolate the incident.

Various remote diagnostic tools are used to analyse the information retrieved. If necessary, the Telindus support engineer dedicated to the incident can forward relevant information (such as traces and log files) to the vendor typically via their Technical Assistance Centre (TAC)

Telindus can install and provision all the necessary equipment, software and connectivity needed to gain access to the customer network before the start date of the service contract.

Customer Specific Advanced Services

To complement our standard "out of the box" services Telindus can also offer a range of customer specific advanced services to cater for specific circumstances. These services can be as simple as a non standard service level within a standard service (E.g. 2 hour on-site parts replacement) or a complete, tailored, service developed to a customer specification (E.g. preventative maintenance etc.)

Telindus UK HQ

Hatchwood Place, Farnham Road, Odiham, Hampshire, RG29 1AB, UK

Tel: +44 (0) 1256 709200 | Fax: +44 (0) 1256 709210 |

www.telindus.co.uk

Telindus Ireland HQ

Plaza 256, Blanchardstown Corporate Park 2, Ballycoolin, Dublin 15

Tel: +353 (0) 1 855 3160 | www.telindus.ie

Telindus NetCare Services	Service Bundle	Remote Support			Remote Support and Advance Replacement Hardware					Remote Support, On-Site Support and Advance Replacement Hardware					
	Coverage Period*	8x5 Mon-Fri 09:00-17:30	12x5 Mon-Fri 07:00-19:00	24x7 Mon-Sun 00:00-24:00	8x5 Mon-Fri 09:00-17:30		12x5 Mon-Fri 07:00-19:00	24x7 Mon-Sun 00:00-24:00		8x5 Mon-Fri 09:00-17:30		12x5 Mon-Fri 07:00-19:00	24x7 Mon-Sun 00:00-24:00		
	Response Time*	Acknowledgement time: 1 Hr**			NBD	4 Hrs	4 Hrs	4 Hrs	2 Hrs	NBD	4 Hrs	4 Hrs	4 Hrs	2 Hrs	4 Hrs TSR
Core Services															
Service Management Centre	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Remote Technical Support	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Parts Replacement					●	●	●	●	○	●	●	●	●	○	○
On-Site Technical Support										●	●	●	●	○	○
Vendor Warranty Services	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Vendor Web Access	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Software Updates	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Advanced Services															
Remote Diagnostics	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Service Management	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Customer Specific Advanced Services	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Managed Services															
Remote Monitoring and Management	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Application Performance Management	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Customer Specific Managed Services	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Telindus Support Services are layered and each higher level of support includes the standard services of the lower layers															
1 Standard Component subject to availability from Vendor								NBD = Next Business Day.							
● Standard Component								TSR = To Service Restoration.							
○ Optional Component - check availability								* Applicable to Priority 1 Incidents							
** Other options are available subject to contract															