



WE HELP TO KEEP THINGS GOING

Let us help you to reduce the burden of IT Infrastructure and maintenance support.

Most businesses today have a multitude of information technology assets. Managing the maintenance and support of each of these assets can be an onerous task, detracting from your ability to get on with key business objectives. We can provide you with additional resources that have the right expertise to help take over the problem, giving you the help you need to support the smooth running of your business.

Optus Business' maintenance and support services complement in-sourced or outsourced managed IT infrastructure. With on-call support and expertise, we can help you reduce the risk of downtime and to help you better plan and allocate your support costs. This will not only help you to focus on your core business initiatives but also help provide you with peace of mind that your network and IT assets are in expert hands. You will have a single point of contact for your maintenance and support needs.

Maintenance Services

Keeping your business up and running requires your IT assets to be well maintained. To achieve this, Optus offers a range of maintenance services such as software update and parts only shipment, through to onsite replacement. These services are all Service Level Agreements (SLAs) based and centrally managed by a national team of dedicated support staff, with access to nationwide service delivery.

Support Services

If system availability is truly important to your business, having a single point of access to diagnose and resolve issues across multiple vendors is the key.

We can combine the skills and experience of Optus' engineers and consultants with our knowledge of your ICT solutions. We can also leverage strong vendor relationships to help resolve tough issues quicker.

- Leverage Optus Business as a single point of contact for your telecommunications and ICT servicing needs
- Help improve your Return on Investment on new and existing technology
- Access a national support network of skilled resources
- Help reduce business impact with industry standard incident management for diagnosis, escalation and resolution
- Leverage Optus' ownership of issues from registration to resolution, and updates to your team
- Help predict costs on a regular basis and assist budgeting with proactive maintenance planning with our dedicated team

FEATURES

Multivendor capability

We support and maintain close working relationships with vendors such as Cisco, Avaya, Juniper, and Riverbed. Access to vendor programs from these leading technology vendors allows us to consolidate multivendor maintenance under one umbrella agreement.

This enables you to access your maintenance agreements through one provider, reducing the headache of managing multivendor agreements and relationships.

Optus has more power than an individual organisation to negotiate with vendors, escalate issues and in many cases reduce resolution time through total ownership of the Carriage/ICT triage process. It is this along with our renewal management system, service delivery management and multivendor capability that sets us apart as a maintenance provider over vendor-direct service offerings.

Contract and renewal management

Our contract management team will work closely with your organisation and vendors with a view to getting your maintenance contracts renewed prior to expiry. This reduces the risk of interruption to your support services.

Our customised renewal management application helps to:

- Allow our renewal management team to easily align and co-terminate agreements across all your vendors.
- Enable you to better forecast your maintenance spend for budgeting purposes.
- Provide you with standardised welcome kits that summarise your maintenance agreements.

We have created a team of renewal management co-ordinators who are dedicated to maintaining the currency of your agreements. They will work closely with your Account Manager to help ensure your requirements are met and manage any contract disputes should they occur.

GIVE US A CALL

To discuss how Optus can help you through innovative communications solutions; **contact your Optus Account Manager or call the Optus Business hotline on 1800 555 937**

Inventory management

From our customised portal you will have ready access to inventory information for all maintenance agreements currently managed by us.

You can view detailed contract information from fields such as contract numbers, coverage levels, address locations, model numbers, coverage start and end date. You can also see any contracts that are coming up for renewal in the next 90 days.

The portal provides a customisable view to help you more easily manage your inventory, with the option to export records for your own data mining.

Access to vendor software updates and documentation

Having access to software updates to the licensed feature set of your IT assets can help to protect your investment and extend the life of those assets.

Optus Business Maintenance and Support service allows you to have online portal access to vendor software downloads and technical documentation.

Service Desk

Accessing a central call facility for all support related to your hardware and software is the first step in restoring your service within agreed service levels. Our Australian based customer services team provides responsive service to register incidents, enquiries and to track progress, taking ownership through to resolution.

Our service desk will take your call, validate your maintenance contracts, log and categorise tickets in the ticketing system, establish the priority and severity of the ticket, assign the ticket to the appropriate resolver group, monitor and track open tickets, manage requests for escalation, communicate status updates (as received) and confirm resolution and closure with you. If your contract is not valid they will escalate to the contract manager for attention.

From our Maintenance Portal you can log tickets, view ticket progress and view open and closed historical details.

Technical support

Restoring a failed service requires focus on incident management, co-ordinating a response using in-house skills and vendor relationships, often across a number of technology platforms. We have developed comprehensive support procedures with access to the right skills in-house and on-hand, to help your services be restored as quickly as possible.

Diagnosis and escalation are key to being able to leverage the most appropriate skilled resources to resolve technology issues. With our national resource model, we can register a call and assign the most appropriate skills to manage your technology issue. We can escalate to Level 1 and 2 in-house skills and Level 3 vendor support within agreed service levels and established procedures.

Business Reporting

To provide transparency relating to your Maintenance and Support Service we work to service level agreements and can also for an additional fee provide extra value through a monthly client report on service delivery or monthly billing reports.

Service Delivery Management

We strive to maintain a consistently positive working relationship between our organisations. Our Service Delivery Manager manages Optus' relationship with you.

The Service Delivery Manager is your point of call to understand and discuss your services and address any ad-hoc reporting requirements you may have. They can also escalate any delivery or billing issues that may arise.

WHY CHOOSE OPTUS BUSINESS AS YOUR SINGLE SOURCE SERVICE PROVIDER?

We are not a global call centre following an inflexible script. Our tight knowledge of your business helps us to resolve issues faster. We can resolve more calls ourselves because we know your environment across multiple vendors and understand what skills you have in-house to help get to the cause of the problem quicker.

We can help remove the headache of managing multiple vendors and multiple contracts, support your team with skilled resources and provide a positive, responsive working relationship with your organisation.

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