

## mbits Service Desk

The mbits Service Desk acts as the first point of contact for mbits customers and end users in reporting problems, issues/incidents, requests for service, support or training. The Service Desk can be accessed by mbits customers via three (3) methods

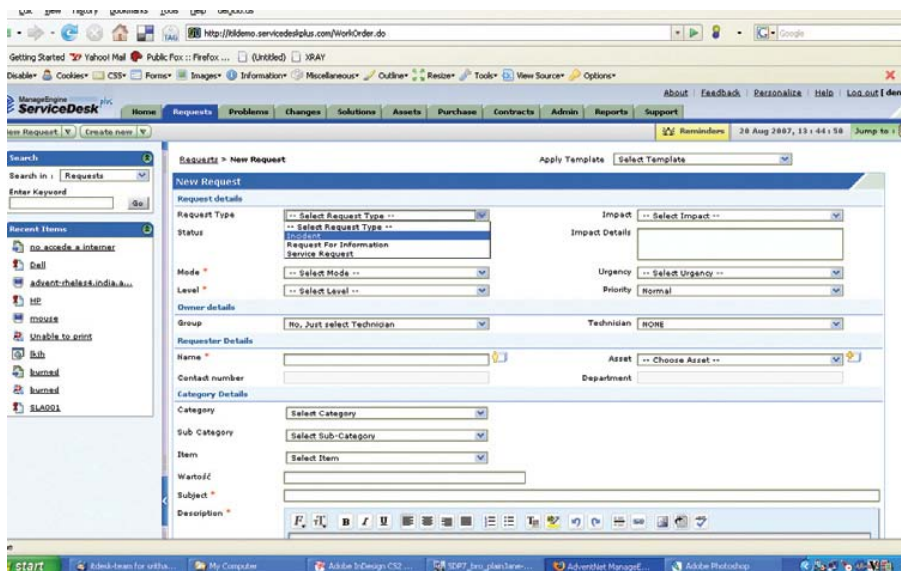
- Online Portal
- Email
- Toll free number from anywhere in Australia.

The Service Desk is ITIL compliant, physically located in Queanbeyan and staffed by permanent mbits employees.

The Service Desk has been purpose built and designed to provide an enhanced end user experience across the full portfolio of mbits managed services in delivering world class support. mbits have invested heavily in establishing the tools, workflow, process and instilled a true service culture in ensuring we meet each of our customer's expectations, ongoing needs and business demands. The Service Desk underpins all mbits products and services and is the foundation for continuous service improvement and ongoing delivery excellence.

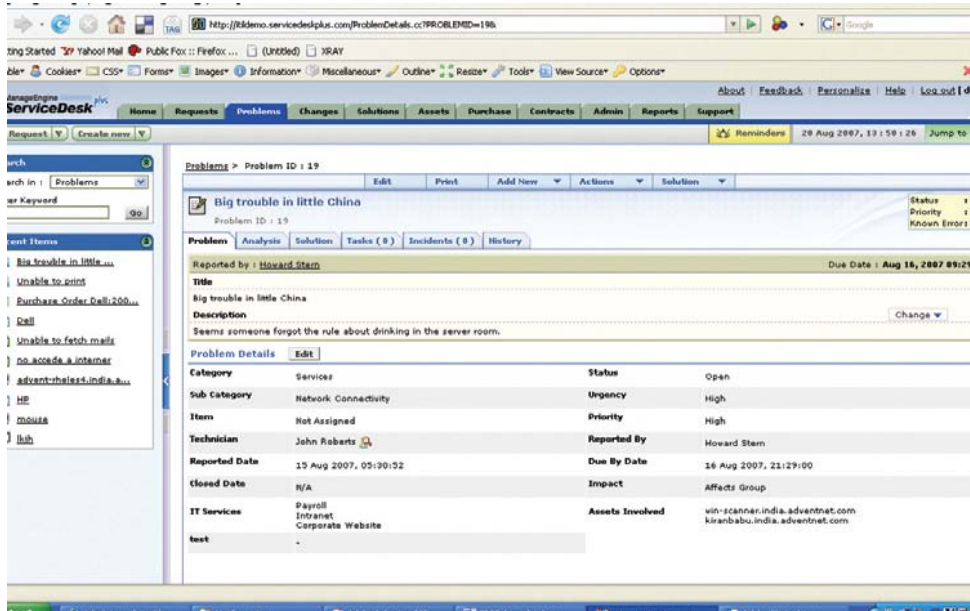
## Service Desk Features

**Incident Management** – incident identification, logging, categorisation, prioritisation, diagnosis, escalation, resolution, recovery and closure.

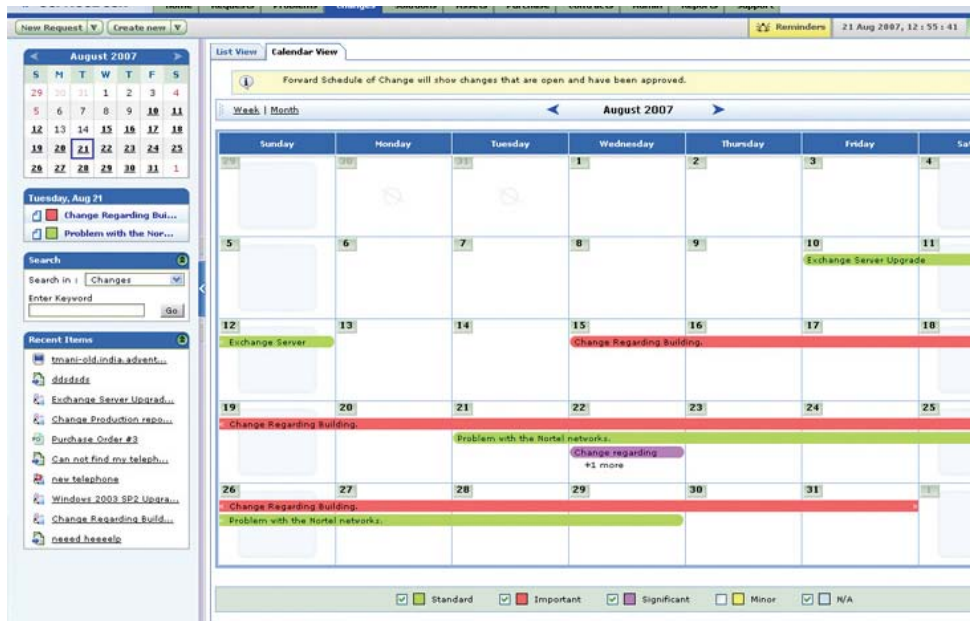


General Enquiries	Technical Support	Accounts	Sales	Feedback
info@mbits.com.au 02 6163 2400	techsupport@mbits.com.au 1300 887 565	accounts@mbits.com.au 02 6163 2400	sales@mbits.com.au 02 6163 2400	feedback@mbits.com.au

**Problem Management** – problem detection, logging, categorisation, prioritisation, investigation, diagnosis, solution and closure.

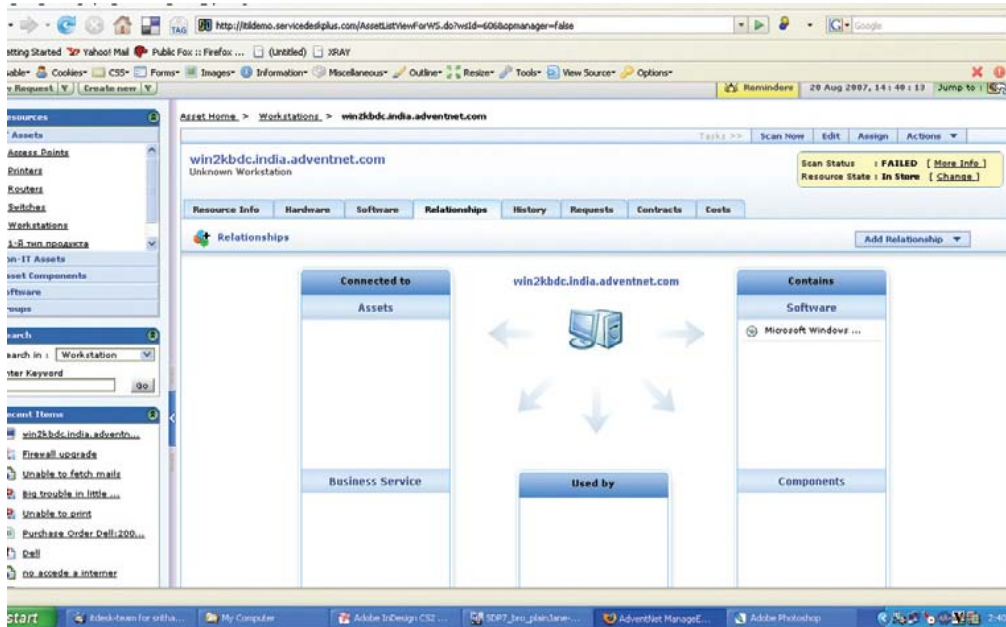


**Change Management** – change initiation, request, planning, Change Advisory Board (CAB), approval, forward schedule of change (FSC) calendar, implementation, post implementation review, history.



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**Configuration Management Database (CMDB)** – discover assets, asset inventory, software library, asset relationships and configuration baseline.



**Contract Management** - Maintain contract baseline for hardware and software assets. Can be set up to provide email notifications re imminent contract renewal prior to expiry.

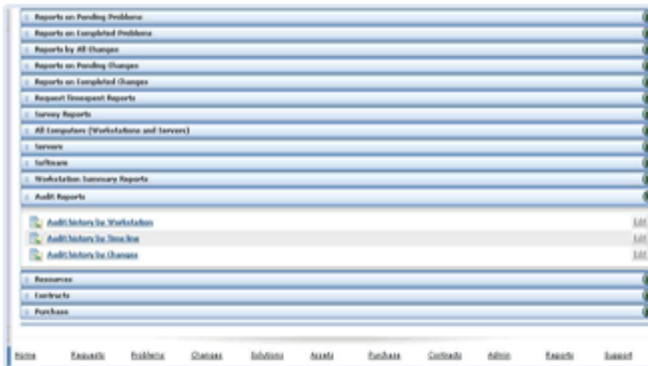


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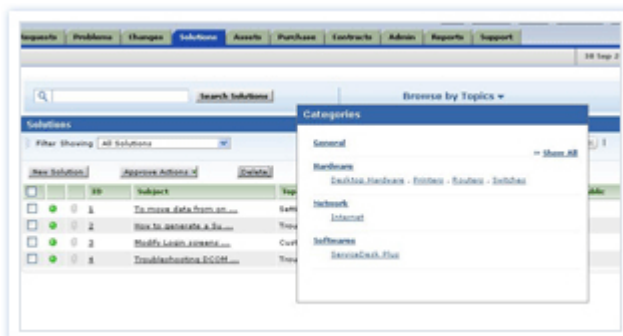
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**Product & Services Catalogue** – creates and maintains a catalogue of all inventory and services assigned and identified by type.

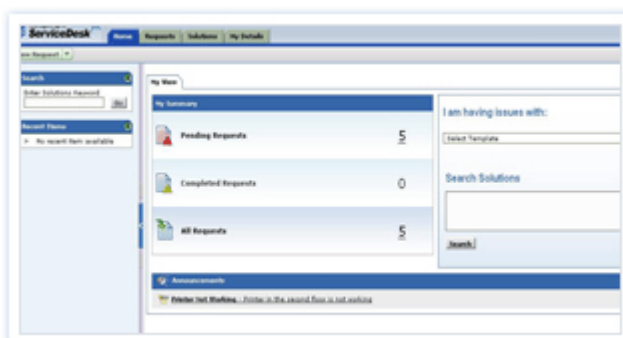


**Knowledge Base** - Creates a knowledge-base for end users to identify possible solutions before raising a request. This also assists support engineers to reduce turn-around-time in resolution of issues.



**Self Service Portal**

The web-based Self-service Portal enables the user to raise their own requests, tracking the status of their requests and browsing through the available solutions before they report an issue. The portal also keeps the end user informed about major outages or expected down-times through announcements.



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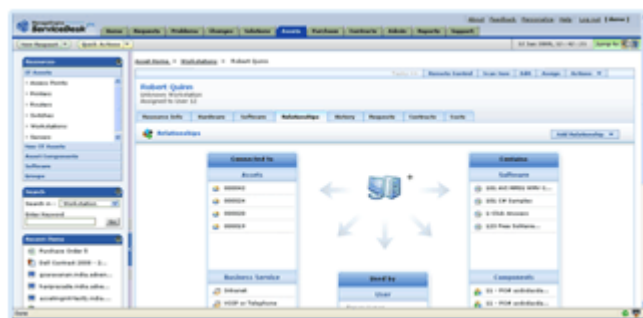
**Network Operations Centre (NOC) Integration** - detects network fault and performance issues and through integration with the Service Desk automatically creates and logs incidents based on pre-defined error conditions. Through workflow this automatically alerts support engineering to take corrective action.



**Asset Management** - Complete inventory of hardware and software assets. Tracks ownership and history of assets through agentless scanning and enables scheduled audit of assets.



**Asset Relationship & Grouping** – Determines the dependency of an asset with another asset, or business service.



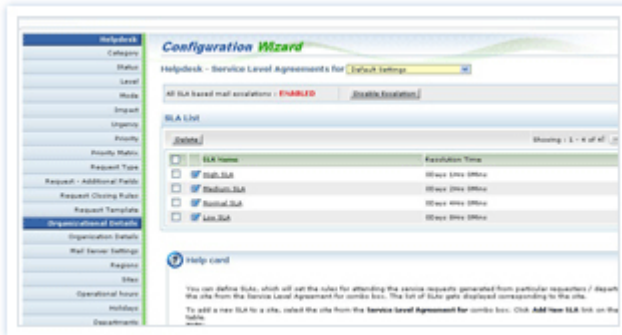
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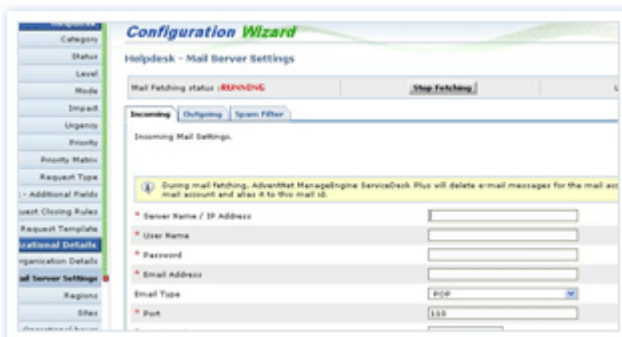


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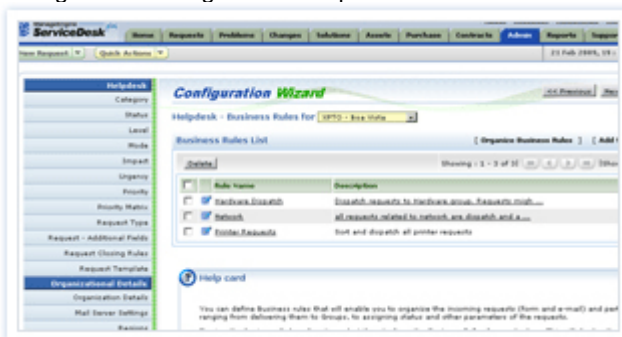
**SLA Management** – resolve issues and deliver solutions to incidents or requests within agreed times. Define SLA's and setup escalation thresholds to prioritise and manage work effort in meeting contracted levels of service.



**Email Requests** - whenever an end user sends an email, the Service Desk retrieves that email and logs it as a request, which can be tracked by the end user through the self-service portal.

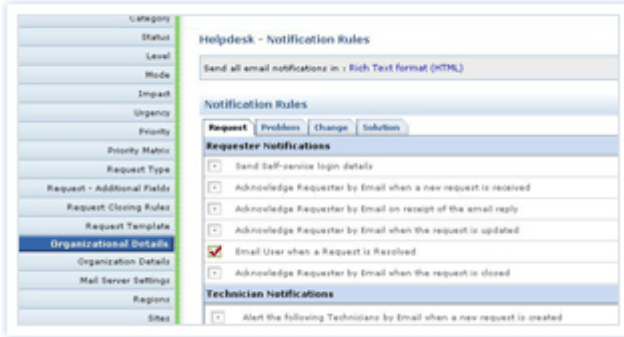


**Business Rules** - dispatch of requests automatically based on level, priority, category, support engineer through establishing customer specific business rules.



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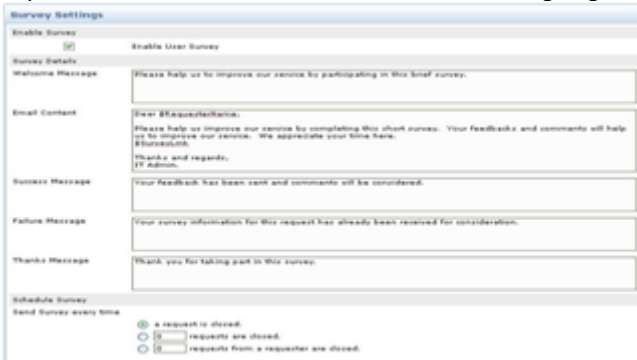
**Notification Rules** - Send confirmation receipts to end users and support engineers automatically. Automatic alerts at time of request logging or a change to the request or whenever the request gets assigned to an engineer or a group prior to breach of an SLA threshold.



**Reports** - complete reports on Service Desk load, support engineer performance, breach of SLA threshold including trend analysis and audit reporting. Suite of over 50 pre-configured service Desk, flash and Inventory reports with built in capability to run custom ad hoc reporting when required.



**End User Survey** – online assessment of end user satisfaction. Used to quantify continuous service improvement and fine tune service to best meet ongoing customer requirements.



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