

# 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 Core Services are a range of remote and on-site services that give you confidence that your network is ready to deliver value to your business by ensuring that it is always available when you need it. These are described below and overleaf.

### Service Management Centre (SMC)

The Telindus UK SMC is the single point of contact for all service related enquiries and the central hub from where all the other Services are co-ordinated. In addition to providing the initial customer help desk service contact point via the Customer Management Team (CMT) the SMC also has a technical Remote Resolution Team (RRT) specialising in Remote Support and is responsible for:

- Event, Incident and Escalation Management
- Internal communication mechanisms
- Supplier interfaces.
- Interaction with the Telindus International Remote Operations Centre (iRoC) and other Belgacom Group Service Centres

### Remote Technical Support (RTS)

RTS provides assistance via phone, e-mail, or FAX for all technical problems detected by the customer's own support staff or end users.

RTS effectively addresses Incidents escalated by the SMC. Every user incident is logged (Trouble Ticketed) and qualified by the SMC. If the SMC Operator is unable to deal with the incident immediately it is dispatched to an experienced engineer who will take ownership of the issue until it is resolved, calling upon further Telindus and/or Supplier expertise as required.

All details of an incident are entered into the Telindus Incident Management tool which can provide real-time incident status information. At each significant step in the process the customer will be informed about the activities carried out in relation to the incident. This data is used for reporting and to monitor the quality of the service.

### Parts Replacement

Telindus can provide On-site Parts Replacement services throughout Europe and beyond via our branch offices and a network of distribution partners. Telindus guarantees that the correct parts are delivered on time and to the correct location wherever that may be.

### On Site Technical Support

This service guarantees a skilled engineer with spare parts if required, on-site within an agreed time. The engineer will endeavour to replace and reconfigure the faulty device as quickly and efficiently as possible in order to restore the affected services with the minimum amount of disturbance to end users.

### Vendor Warranty Services

Defective equipment will be repaired or replaced by new or equivalent to new equipment. The turnaround time differs depending on the Vendor.

### Vendor Web Access

This service component allows access to a Vendor's support portal which will typically provide product and technology information and allows the customer to track the status of incidents. The required login is provided by Telindus. Not all vendors offer this service.

### Software Updates

Software updates and patches, including bug-fixing. Software images are made available within the purchased feature set

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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
<b>Core Services</b>															
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	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
<b>Advanced Services</b>															
Remote Diagnostics	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Service Management	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Customer Specific Advanced Services	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
<b>Managed Services</b>															
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															