
NOC & Help Desk

How does this benefit your organization?

Increase Profitability

Focus your in-house resources on higher-margin initiatives by transferring your low-margin and high frequency IT management activities to Toshiba's NOC and Help Desk.

Scale your Business Rapidly and Affordably

Increase customer satisfaction, retention and loyalty by reducing downtime and increasing productivity through the delivery of reliable 24x7 technical support services for all end-users, all without having to recruit and train staff or invest in new infrastructure.

Onboarding

Our onboarding teams work with you to onboard new sites as quickly as possible. They use best practices to perform all the configurations required, including alert configurations, notification rules, site groups, service groups and policy modules.

NOC Technicians

Level 1 technicians review, investigate, validate and provide solutions in response to any alert. Where required, escalations may be directly to MSP or to Level 2 technicians as per the escalation matrix and contract. All issues are assigned a priority which drives alignment and promotes timely resolution.

Reporting

NOC Services provides reports on a weekly and monthly basis. The weekly activity summaries include open tickets, closed tickets, automated activities performed and remote sessions conducted to provide remediations.

Communicating with Help Desk

Increase customer productivity by allowing end-users to initiate communication with your new Help Desk in the manner of their choice: toll-free phone, email, online chat, ticket creation, or by accessing your website, all through a convenient Support Assistant icon branded with your logo on every workstation.

Centralized management

Help desk functions as a single point of contact for any service modifications or issue resolution for fully centralized management that is convenient, efficient and reliable. NOC and Help Desk issues are transferred to appropriate resources transparently behind the scenes. Primary Plus uses a Triage Desk to coordinate activities; Premium uses a fully integrated, seamless system to coordinate response and remediation.

HOW TO CONTACT US

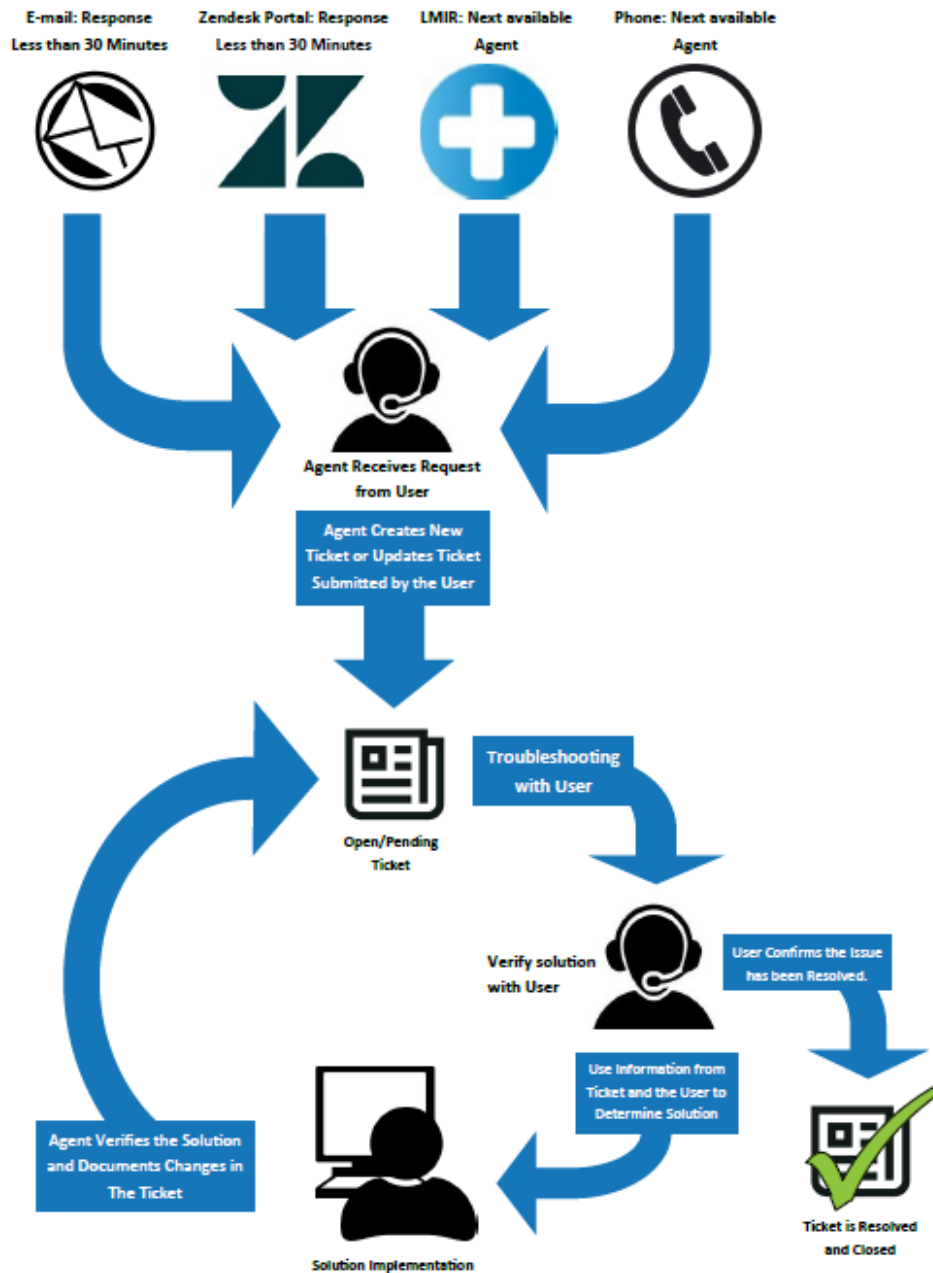
E-MAIL	ZENDESK	LOG ME IN RESCUE (LMIR)	PHONE
 support@customername.com	 http://customer.zendesk.com	 http://logmein123.com	 336-714-XXXX

NORMAL PRIORITY REQUESTS*						
	Password Reset	Phone Issues	Printer Issues	New Account	Map A Folder	Install Software
E-MAIL	✓	✓	✓	✓	✓	✓
LMIR	✓	✓	✓	✓	✓	✓
ZENDESK	✓	✓	✓	✓	✓	✓
PHONE	✓		✓	✓	✓	✓

*These are examples of normal priority requests. If you do not see your issue listed here, please contact us.

HIGH PRIORITY REQUESTS			
	Outage	Security	Business Impacting
PHONE	Preferred	Preferred	Preferred
LMIR	✓	✓	✓
ZENDESK	✓	✓	✓
E-MAIL	✓	✓	✓

HOW TICKETS REACH RESOLUTION



	PRIMARY PLUS		PREMIUM	
	LEVEL 1 RESPOND	LEVEL 2 REMEDIATE	LEVEL 1 RESPOND	LEVEL 2 REMEDIATE
Alert Notification	✓	✓	✓	✓
Scheduled Maintenance Windows	-	✓	✓	✓
Weekly/Monthly Service Summary Reporting	✓	✓	✓	✓
Real-Time Analytics	-	-	✓	✓
One-time Patch Management setup	✓	-	-	-
Ongoing Patch Management setup	-	✓	-	✓
Basic Patch Management (automated)	✓	✓	✓	✓
Patch Management (Service Packs)	-	✓	-	✓
Patch Management Ownership	escalates to MSP	✓	escalates to MSP	✓
New User setup	-	✓	-	✓
Escalates Issues to MSP	✓	-	✓	-
Service Level Agreements	30 minutes for Priority		15 minutes for Priority	
Issue Coordination (Help Desk / NOC)	Triage Desk	-	Integrated Systems	
Monitoring, Response, Remediation	✓		✓	
Vendor Coordination	-	-	✓	✓
Internet Connectivity Issues with ISP	-		✓ ¹	
Total Call Ownership	-		✓	
ITIL® Certified agents, ITIL® aligned processes	-	-	✓	✓
PMI® Aligned processes for onboarding	-	-	✓	✓
HDI Aligned processes for Help desk	-	-	✓	✓
Location of agent: Business Hours	North America	North America	North America	North America
Location of agent: After Hours	offshore	offshore	North America	North America
Disk Maintenance (Health Audit, Cleanup, Defragment)	-	✓	✓	✓
Install CloudCare/ Direct AV	-	✓	✓	✓
Remote Intervention for resolution	-	✓	✓	✓
Monitor File system usage	-	✓	✓	✓
Help Desk Service Channel	Phone and Email		Phone, Email and Chat	
Response times for phone	80% within 60 seconds		90% within 30 seconds	
Response time for chat	-		90% within 30 seconds	
Response time for emails	80% within 60 minutes		90% within 30 minutes	
Toll-free telephone access	UK & North America		North America only	

¹where NOC staff has been authorized to act on behalf of MSP.