Support

NOC Support

Our managed services are built upon proven core support services capability that has been developed and refined over many years providing key incident, problem, escalation, and vendor management capabilities. These services are backed by established technical response and resolution service level agreements (SLAs) and are accessible via a single point of contact via the permanently resourced network operations centre (NOC).

Our NOC provides an always available, single point of contact, service desk for all customer communications, ensuring prompt response and resolution of incidents, Service and change requests. You can contact the service desk via telephone, email or self-service portal and can expect responses within clearly defined SLAs. The NOC also handles alarms and alerts generated from monitoring platforms, with automated ticket generation and prioritisation, ensuring that the issue is diagnosed and resolved by engineers with the correct skills as quickly as possible.

Our support services are based around a physical service desk that operates a set of mature ITIL aligned service procedures. The Maintel service management platform is also aligned to ITIL providing robust and mature process capability. Key elements of the Maintel service are summarised below:

- Maintel Service Desk - Located in our Blackburn office and virtualised across the UK for continuity, providing customers with access to highly skilled resources 24x7 via telephone, email and customer portal plus rapid response to system or monitoring alarms and alerts
- Incident Management - To ensure the prompt identification, diagnosis and resolution of service issues
- Problem Management - To provide resolution to repetitive or unresolved issues which have used an acceptable workaround to restore service
- Change Management – To validate and complete standard changes as per the service
- Escalation Management - To ensure that the correct levels of resource are made available, communication between all parties is maintained, and activity is managed appropriately to resolve the issue promptly
- Vendor Management - To ensure the correct level of engagement is provided by vendors or third-party support partners to resolve complex issues
- Performance Service Level Agreements - Setting clear expectations of the level of service that can be expected
- Transition Management - The integration of support services to Maintel without disruption to the customer business building trust and confidence
- Self Service Portal - Providing real time visibility of all incident and change request tickets
- Field Engineering - Onsite site support for fault diagnosis and hardware replacement if required.
- Software Support and Upgrades - Options for manufacturer software support and updates (minor / patch releases) and Software Upgrades (major releases).
- Service Desk
- The service desk provides 24x7 monitoring of the service and any issues detected will automatically generate a support ticket, which is managed according to the severity and impact of the issue. All incidents and problems are recorded within our service management system with unique reference numbers.

- Fault Reporting – Telephone - We operate a fully manned NOC on a 24x7 basis ensuring that all calls will be answered by appropriately trained personnel. You will be provided with the unique reference number during the initial call. We recommend that all P1 incidents are reported by Telephone.
- Fault Reporting – Email - Fault reports received via email will be logged on our CRM system by a service desk agent who will ensure that the requestor receives the unique reference number
- Fault Reporting – Portal - You will be provided access to your own Maintel Customer Portal that enables the raising and tracking of new incidents or requests. The unique reference number is presented to the end user on screen in real-time.

Incident Management Process

Our service management system is the primary tool of the service desk, which underpins all support functions and activities carried out in Operations. The service desk advisor ensures that all customer, supplier and internal conversations and information provided and received are recorded within the ticket.
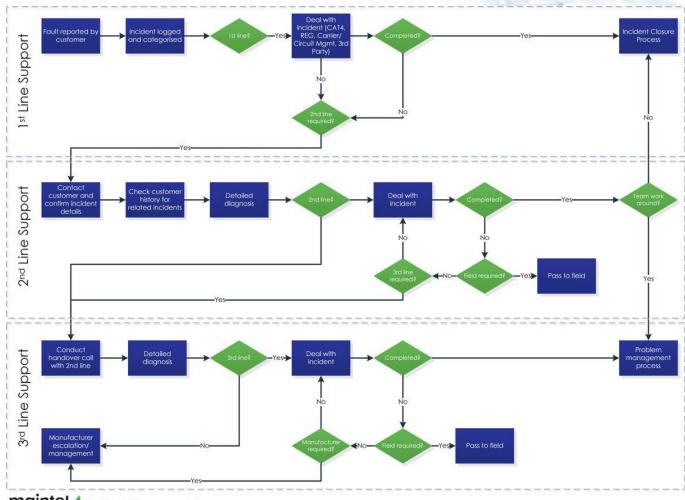
The notes within our service management system provide an accurate snapshot of the status of the incident or request and provide an accurate record of the action taken or needed. As incident tickets move to other work pools the movement and timings are automatically recorded within our incident management system and used to alert any issues that need to be escalated to our management and to provide data for SLA conformance metrics. Attachments can also be saved to the system to assist our various teams.

The system also contains a comprehensive knowledge base to assist service desk and technical services personnel in resolving customer issues, as well as a configuration management database for tracking customer assets and entitlements.

Please see our incident management process diagrams in the attachment.

STEP 1 Incident detecting, recording & initial classification → STEP 2 Assign priority & initial support → STEP 3 Investigation & diagnosis → STEP 4 Resolution & recovery → STEP 5 Incident closure

maintel Incident Management

1st Line Support

Fault reported by customer → Incident logged and categorised → 1st line? —Yes→ Deal with incident (CAT4, REG, Carrier/Circuit Mgmt, 3rd Party) → Completed? —Yes→ Incident Closure Process

1st line? —No→ 2nd line required?

Completed? —No→ 2nd line required?

2nd line required? —Yes→ (to 2nd Line Support)

2nd Line Support

Contact customer and confirm incident details → Check customer history for related incidents → Detailed diagnosis → 2nd line? → Deal with incident → Completed? —Yes→ Team work around?

2nd line? —No→ 3rd line required?

Completed? —No→ Field required?

3rd line required? ←No— Field required? —Yes→ Pass to field

3rd line required? —Yes→ (to 3rd Line Support)

Team work around? —No→ (up to Incident Closure Process)

Team work around? —Yes→ Problem management process

3rd Line Support

Conduct handover call with 2nd line → Detailed diagnosis → 3rd line? —Yes→ Deal with incident → Completed? → Problem management process

3rd line? —No→ Manufacturer escalation/ management

Deal with incident ←No— Manufacturer required?

Completed? —No→ Field required?

Manufacturer required? ←No— Field required? —Yes→ Pass to field

Manufacturer required? —Yes→ Manufacturer escalation/management

Incident Management Process