



ICT INFRASTRUCTURE MANAGEMENT SERVICES

GET IN TOUCH]

Frontline Services is an experienced, agile, lean and pragmatic ICT consultancy, systems integrator and managed services provider. We work proactively with our clients to achieve their business outcomes by applying best-fit business processes and contemporary ICT solutions.

+61 8 6142 4707

enquiries@frontline-services.com.au

Unit 5, 298 Vincent Street, Leederville
Western Australia 6007

FRONTLINE-SERVICES.COM.AU



Our infrastructure management services effectively manage your investment in back-end technologies whether they're located in a data centre, the cloud or in remote locations where access is limited. Our team of technical specialists ensure smooth operation of your critical services 24/7.



We provide monitoring maintenance and support services for:

- Server and storage technologies, physical and virtual, on-site or in the cloud
- Network technologies that enable secure system access within the office, at home or overseas
- Unified communications technologies that support voice, video conferencing, chat and collaboration across your organisation

1 UNDERSTANDING YOUR BUSINESS

All new team members undergo a thorough induction to ensure they understand Frontline's service values, processes and client outcomes. As part of introducing a new team member or a new client, we run a detailed, client-specific induction to ensure our team understands your business, operations, locations and service expectations. Where practical, we recommend that this induction includes a site visit to reinforce the induction and give invaluable first-hand experience.

2 DIVERSE SKILLS

Our technology specialists are selected, trained and mentored to ensure we maintain extensive technical capability and expertise across a wide range of infrastructure solutions. In addition to technical expertise, we develop our team's business focus so they look beyond any immediate technical aspects and consider the business implications for any activity.

3 STRONG PROCESS

Maintaining and supporting any ICT environment requires adherence to policy, process and quality practices. Frontline has mature, defined operational standards that are designed to ensure maximum reliability and performance for your critical ICT services.

Our infrastructure management service is governed and enhanced by our overarching service management processes. We are able to work within your existing service management structure, or we can leverage Frontline's incident, request, change and release management services.

Our Service Desk and National Operations Centre runs 24/7 from our Perth-based offices and acts as a focal point for services co-ordination and customer communications.

4 TECHNICAL CUSTODIANSHIP

Each Frontline client is assigned a Technical Custodian. This is a business-focused, senior technical resource who understands your end-to-end ICT environment. Importantly, the Technical Custodian also understands how your ICT investment supports your business. In the event of incidents or issues, this resource provides the team with technical guidance as well as business context to focus activities on getting you back up and running as fast as possible.

5 INTEGRATED TEAM

Modern ICT environments are seldom supported by a single provider. Frontline recognises that we form part of a larger support network. We work collaboratively with internal teams, third-party support/service providers and business representatives to achieve the required outcome.

TECHNICAL PRACTICES

Frontline delivers our ICT services leveraging our Technical Practice (TP) management structure. Each practice consist of Level 2 and 3 engineers, led by an experienced technology architect.

This model has been implemented to facilitate Frontline's goal to drive collaboration and communication, implement robust, repeatable service offerings, ensure ITIL maturity, and increase scalability and flexibility of resource allocation. Achieving these objectives ensures a sustainable service model that provides ongoing value and performances to our clients.

- The Compute Operations practice includes a wide variety of skill sets and experiences across a range of industry standard visualisation, server, store and database technologies.
- The Networks and Communications practice provides design, implementation, maintenance and support across unified communications, LAN, WAN, wireless, optimisation and security technologies. We have skills in all major networking technologies.
- Frontline's End User Computing (EUC) practice delivers all project and operational desktop related requirements and activities to our clients. Services provided include remote support, desk side support, specialist application support, MOE support and application packaging.
- The Frontline Application Support practice provides specialised support services to our clients across a wide range of applications, middleware and database technologies. The practice provides Level 2 and 3 support for bespoke and commercial products encompassing a wide variety of general and specialist business activities.

- The Architecture and Innovation Practice provides our clients with strategic direction and advice regarding technical and management aspects across the design, build and run activities of their ICT environments.

The team contains multiple Technical and Solution Architects who have different areas of specialisation across a breadth of vendors and technologies. Activities include; assessment and reporting on new technologies and application for a client's environment and alignment to business goals and objectives, development of strategic plans and technology roadmaps, and opportunities to drive innovation through the adoption of new technologies and methodologies.

Frontline's approach to innovation is driven by an understanding that it is critical to deliver improvements in the quality and capability of our services. Having a partner who will add value through identified opportunities to deliver targeted innovation is key to driving value from ICT investments.

- The Delivery Quality practice is a dedicated practice containing ITIL certified team members who are charged with designing, implementing and refining ITIL processes and artifacts, such as process definition, operational procedures and service catalogues for our clients. This team works collaboratively with the other Technology Practices to refine our ITIL process and implement new initiatives to further drive our maturity in ITSM.



DEV OPS APPROACH

In the rapidly changing technology landscape where Infrastructure Services are software driven and hosted in public or private clouds, infrastructure specialists are maintaining highly configurable, code based systems.

To ensure reliability, and to maintain high levels of operational knowledge regarding our clients' systems, team members perform both operational and project-based activities,

This DevOps approach provides experience across all aspects of delivery and ensures seamless release to production and change activities which are critical to ongoing production availability and reliability.