



## SERVICE DESK AND NATIONAL OPERATIONS CENTRE

# 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.

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**Our Service Desk is the central point of contact and management for all ICT related and other in-scope tickets for our clients. It operates on a 24x7x365 basis and provides comprehensive services to clients throughout Australia and internationally.**



**We provide a personalised service to our clients by ensuring we:**

- Understand your business and expectations of the Service Desk
- Keep end-users informed and meet the commitments we make
- Provide a seamless service to end-users and maintain high-levels of satisfaction

**1 UNDERSTANDING YOUR BUSINESS**

All new Service Desk 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 DEDICATED TEAM**

To ensure familiarity and continuity, a dedicated core team is assigned to each client. By default, all incoming contacts are directed to team members who are familiar your business, ICT environment and expectations. Our goal is for your staff to feel like they are working with an extension of your organisation.

**3 CLOSURE ON FIRST CONTACT**

We understand that users like to have their tickets resolved as quickly as possible. Our overarching focus is on maximising closure on first contact, a capability which is underpinned by our client-centric knowledge base.

**4 CALL OWNERSHIP AND MANAGEMENT**

When a request or incident cannot be resolved on first contact we maintain ownership until closure. Regardless of whether it is escalated to internal resolver groups or a third-party, we track it against SLAs and follow-up as required, keeping the end-user informed as to the task's progress.

**5 KNOWING YOUR ENVIRONMENT**

We invest significant time into the ongoing development of our knowledge base which is heavily leveraged across our entire service portfolio. Our knowledge base includes both client-specific knowledge as well as technology-centric tips and solutions. Maximising the use of the knowledge base drives efficiency, reduces close time, and leads to improved end-user satisfaction.

**6 SERVICE ALIGNMENT**

Frontline Services has an in-depth understanding of how to develop effective Service Level Agreements (SLA), that are aligned to business outcomes. We work closely with our clients to develop and implement intelligent SLAs with refinement and alignment part of our ongoing Continuous Improvement approach.

If not aligned to business outcomes and end-user expectations, traditional SLAs often do not achieve the desired results. This is evidenced by the successful attainment of SLA measures whilst the service provided is not highly regarded and end-user satisfaction is poor.

- All services are delivered utilising our market-leading Cherwell ITSM toolset, in accordance with our proven ITIL aligned Service Management processes including incident, problem, change and release management. Alternatively, we can adopt your own processes or assist you with developing customised processes aligned to business requirements.
- We understand and provide Level 1 support for Cloud Services such as Azure, AWS and multiple SaaS providers and we are experienced in supporting specialist applications including ERP, GIS and Operational Technology/SCADA systems.
- From a device perspective, we support all traditional ICT equipment as well as other ICT related devices including GPON, PABX and IOT sensors, gateways and connectivity.

**NATIONAL OPERATIONS CENTRE (NOC)**

Working in conjunction with our Service Desk, our NOC is the central management point for the environments, platforms and applications we support.

Utilising our/your monitoring/management solutions, the NOC delivers 24x7 proactive monitoring and management of events and alerts to ensure risks are identified and mitigated and environment performance and availability is maintained.

We are focused on driving efficiency through automation which drives standardisation and cost optimisation. The NOC performs the following activities:

- Initial escalation path for the Service Desk for incidents and requests.
- Undertakes standardised repeatable operational tasks including event log reviews, backup administration and monitoring, and management toolset configuration and management.
- Administration services such as user and group management and application distribution.
- Delivers asset management activities including toolset configuration and administration for asset data gathering and maintenance.
- Co-ordinates all reporting in accordance with client requirements.
- Manages environmental currency such as anti-virus and pre-approved patching.
- Ensures that ITSM processes such as Change and Problem Management are adhered to in all cases.



**APPLICATION SUPPORT**

Frontline understands that your business operations are supported by your business systems.

Our service management approach focuses on maximising the benefits delivered by modern ICT enabled systems.

This is achieved by rapidly responding to user issues or queries, co-ordinating technical specialists and third party providers, managing incidents or referring queries to application specialists.

Our team takes ownership of the client outcomes and ensures all the behind the scenes activities are managed as a single seamless service to completion.

Whether it's a Microsoft Word, an ERP or an industrial IoT solution, Frontline provides end-to-end service management that aligns with your business goals for revenue, service quality and productivity.