NEC

Orchestrating a brighter world

NEC Service Desk

A single point of contact for customer initiated
ICT service requests, incidents and problems.

nec.com.au

NEC
Service
Desk

NEC Service Desk has a tiered support model to suit a range of requirements and budgets that includes meeting your requirements for in-region located and resourced services.
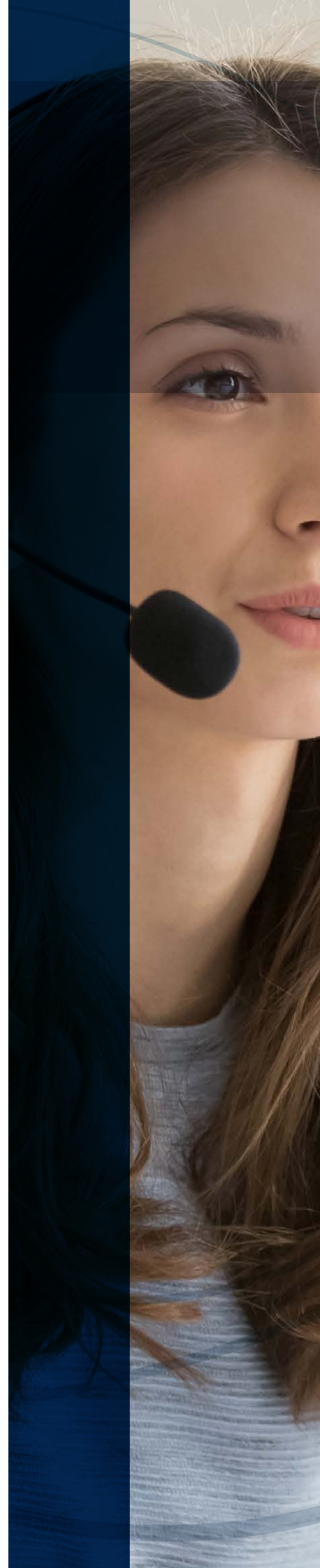
A consistent, quality driven service desk is vital to an organisation's ICT environment. For most customers, end-user interaction begins at the service desk. It's therefore critical that this interaction is handled efficiently and effectively, while delivering exceptional customer experience.

The modern workplace is no longer necessarily made up of an office filled with employees, desks and chairs; rather it is made up of all sorts of different environments where employees choose to work.

The idea of working remotely isn't new, but has gained prominence as organisations and employees realise the tangible benefits it can provide.

In more recent times, we have witnessed how during extreme cases, e.g. pandemics - companies and their entire workforces across the globe are increasingly performing large aspects of their roles remotely.

Events of this nature suggest that these shifts in work culture, where employees work from home either part-time or permanently, are expected to continue in the future. To that end, it is critical that organisations enable their employees to work productively and securely in a remote setting.

NEC \Orchestrating a brighter world

A consistent, quality driven service desk is vital to an organisation

Overview

NEC offers a 24x7x365 Service Desk from our onshore Customer Service Management Centre (CSMC), NEC Offices, Customer Sites or Home Office locations

Our highly experienced and qualified analysts provide a cost effective, centralised, single point of contact for customer initiated incidents, problems and service requests - all backed by proven ITIL processes.

NEC Service Desk is vendor agnostic, providing support services not just for equipment or applications supplied and manufactured by NEC, but for most equipment types, brands and manufacturers.

With just one single point of contact for complete communications network service and full support, you no longer have to pinpoint the problem before deciding who to call. It's all about protecting your network investment and ultimately, your business.

Our tiered support model provides flexible resourcing and support options for different deployments of the Service Desk ranging from simple 'catch and despatch' through to first level and first contact resolution, as well as first level fulfilment.

NEC Service Desk Benefits

Single point of contact

Save valuable time and resources. NEC Service Desk is vendor neutral, providing support services for most equipment types, brands and manufacturers. One point of contact for complete service and full support.

Flexibility

We can provide an unrestricted location of staff including: NEC's Customer Services Management Centre (CSMC), NEC offices, client sites and individual home offices. Service packages can be upgraded to support increased functionality or features as required.

Reduce cost

Reduce waste by adopting a utility-based model. Pricing based on the number of tickets raised per month – only pay for what you use. Additional reductions can also be achieved when taking advantage of NEC's remote Service Desk resources in Home Offices.

Easier management

NEC recruits and hires, trains and manages all employees, reducing the stress on your in-house human resources department saving you in recruiting and training costs.

Single point of contact

Flexibility

Reduce costs

Easy user management

Meet KPIs such as First Contact Resolution (FCR), First Level Resolution (FLR) and First Level Fulfilment (FLF)

Secure access

Secure access

NEC locations, CSMCs and Offices are all secure environments. Analysts working in home offices use secure VPN and all NEC Analysts have a National Police Check. NEC's ITSM tool (Remedy Helix) is cloud based and provides for enterprise grade security.

Customer satisfaction

Customer satisfaction

By having a fully trained Service Desk, customer satisfaction levels will increase, resulting in greater retention rates and profitability for your business.

Rapid deployment

Rapid deployment

Our Service Desk Anywhere, combined with our cloud-based ITSM tool allows us to provide for a rapid, consistent and cost effective deployment, quickly meeting your requirements that in some cases have not been able to be planned as normal.

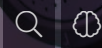## Risk management

Risk management

Choosing to engage NEC Service Desk offers an effective strategy for managing and reducing the risk associated with ICT systems failure. The infinite number of locations and facilities provide enhanced levels of Service Continuity and additional support for your business.
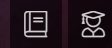
NEC Service Desk Features

Interacting with customers, clients and vendors
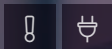with a high level of professionalism
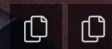
Multi-channel contact points

Searchable knowledge base

Detailed user guide

Outage notifications

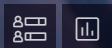**Detailed case management**

Duplicate previous requests

Request for information

Wide range of incident notifications
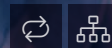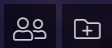
VIP support

Customer satisfaction surveys

Easy to use service catalogue

Intuitive workflow

Submit requests on behalf of others

Create favourite requests

Permissions based profiles

NEC Service Desk - Service Packages

		Essential	Standard	Premium
Pricing Unit		Per Ticket Raised		
Support hours [1]		8:30-17:00 Mon-Fri	8:30-17:00 Mon-Fri	24x7x365 Inc. Public Holidays
Contact Options	Self Service Portal	✓	✓	✓
	Email	✓	✓	✓
	Phone	Priority 1 & 2	✓	✓
	1300 Phone Number	-	✓	✓
Service Levels	Portal Availability	99.5%	99.5%	99.5%
	Service Desk System Availability	-	99.5%	99.9%
	Email Acknowledgement [2]	-	≥ 80% within 4 hours	≥ 90% within 4 hours
	Telephone - Average Speed to Answer [3]	-	≤ 30 seconds	≤ 30 seconds
	Telephone - Speed to Answer within 30 seconds [3]	-	≥ 80% within 30 seconds	≥ 90% within 30 seconds
	Call Abandonment Rate	-	≤ 10%	≤ 5%
	Customer Satisfaction Survey Score [4]	-	≥ 70%	≥ 80%
Ticket Creation, Assignment & Updates		✓	✓	✓
VIP Prioritisation		-	-	✓
Incident, Problem & Request Management	Service Concierge [5]	✓	✓	✓
	Core Support Desk [6]	-	✓	✓
	Enhanced Support Desk [7]	-	-	✓
	Remote Diagnosis	-	✓	✓

NEC Service Desk - Service Packages

		Essential	Standard	Premium
Major Incident Management	Engage MIM and/or Assignment Group	-	✓	✓
	Standard Communication Management. Plan [8]	-	✓	-
	Comprehensive Communication Mgt. Plan [8]	-	-	✓
Quality Management	Escalation Management	-	✓	✓
	Standard NEC Customer Satisfaction Surveys	-	✓	✓
	Summary Survey Feedback Report	-	-	✓
	Service Improvement Recommendations [9]	-	-	✓
Configuration Management Validate CI in Service Desk Remedy ITSM tool, and raise exceptions where needed.		-	✓	✓
Vendor Engagement	Assign ticket to vendor and resolve once vendor has confirmed receipt of the request	-	✓	✓
	Assign ticket to the vendor, monitor and contact vendor for updates, close ticket once the vendor has notified NEC that the ticket has been resolved or fulfilled	-	-	✓

1. Multiple time zones in Australia supported. Customer to nominate a time zone. Essential and Standard Packages do not include public holidays. **2.** During support hours, as defined above in Hours of Operation. **3.** Telephone benchmarks apply if <200 calls per month logged. **4.** NEC standard questions apply for Customer Satisfaction Surveys. **5.** Management of the call or request providing a rapid assignment to appropriate team for advanced diagnosis, resolution or fulfilment. **6.** NEC will discern whether the call or request needs to be forwarded on or whether the Service Desk team can resolve or fulfil the customer issue or request. **7.** Service Desk analysts have expertise and knowledge above that of the Core analysts. **8.** Unplanned communications - initial incident creation and resolution communication only via email. **7.** Service Desk analysts have expertise and knowledge above that of the Core analysts. **9.** High level summary of potential improvements that could be made to services and third party dependencies that will contribute to wider continuous service improvement initiatives.

Providing local support to Australian organisations for nearly 20 years

Why NEC?

The NEC Service Desk has been providing our local support service to Australian organisations for nearly 20 years.

The NEC Service Desk currently delivers support services to approximately 6,000 customers nationally, including many of Australia's major corporations and government bodies.

Supported by our National Service Management Team, who is committed to delivering exceptional customer service through:

- ☑ Responding to incoming contacts within published and agreed time frames

- ☑ Interacting with customers, clients and vendors with a high level of professionalism

- ☑ Soliciting feedback from customers to identify opportunities for improvement through the use of survey tools

- ☑ Continuously working to improve the quality of service

- ☑ Regularly reviewing and monitoring service levels

- ☑ Delivering on a robust Service Level Agreement (SLA)

- ☑ In-region located resources and services

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For more information:

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