NEC

\Orchestrating a brighter world

Application Support

A single point of contact for your business applications across various platforms, technologies and deployments

nec.com.au

Our processes enable
us to effectively oversee
your applications.

Keeping you engaged
and informed at
every step.

In order to carry out day-to-day business functions smoothly, you need to have your applications consistently available and performing at an optimal level.

Maintenance and support requires domain experts who can ensure that all your applications are in good health and help you address challenges that arise over time.

Common challenges with in-house application support

Costs

Support costs are too high and you need to reduce operational expenses.

Incidents

Software incidents and patterns of incidents are adversely affecting your ability to focus on your core business.

Configuration

You can see a need for minor adjustments or configuration changes so that your applications can continue to support you as your business activities evolve.

Market trends

Changes in your market or business processes call for new features or improvements to your applications.

Deployment

Application updates from software vendors and accumulated patches to multiple components need to be deployed with minimal interruption to your business activities.

Maintenance

Maintenance effort is frequently required to ensure applications remain aligned with your business needs.

Education

User adoption is poor due to lack of guidance in the efficient use of your applications and requires additional documentation, training or assistance.

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NEC Application Support

provides a single point of contact for customers requiring technical support, request for service or general assistance for their business applications. This includes business critical and non-critical or "sunset" applications across various platforms, technologies and deployments e.g. cloud, hybrid and on-premises.

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Our expert resources are equipped to manage a variety of technology stacks, ranging from popular Microsoft applications, including Dynamics CRM and SharePoint to more narrowly defined, open source or custom application implementations.

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Our logged, auditable, repeatable and monitored processes enable us to effectively oversee your applications keeping you engaged and informed at every step.

We bundle our offerings into a flexible service with components that fit your scale and budget.

We focus on service insights, governance, service management and innovation so you can focus on your core business.

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NEC Application Support services are delivered through our Information Technology Infrastructure Library (ITIL) service delivery model and underpinned by our ITIL v3 certified BMC Remedy ITSM suite of tools.

Your team is able to interact with our Service Desk via our Service Portal, Email or a dedicated phone number depending on your service tier.

Benefits

NEC Application Support engages with you to keep you informed about your applications

Cost effective

We can help reduce your resource costs whilst increasing the available expertise pool. Our outcome based model with agreed ticket ceilings, including defined costs to extend the ceiling provide a predictable cost structure to maintain and support your applications.

Access to expertise

We can assist your in-house teams by providing access to experts who are specialists in the support and maintenance of specific applications and have exposure to a wide range of client environments.

Improved efficiency

We ensure high availability of your applications, increasing the efficiency and stability of dependent business processes, so your employees can focus more on your core business activities.

Flexible and scalable

We leverage our global resource pool to offer expertise in multiple applications and technologies, whilst still providing local governance and ownership of the incidents and requests. This enables us to support more applications as your needs change.

Features

Offering expertise across multiple applications and technologies

Governance

Our Governance program and DevOps framework provide a structure for our people, technology and processes to operate. It directs and adjusts our implementation of support and maintenance processes and helps drive improvement.

We work closely with you to align solutions to your overall business strategy.

Service insights

Our Service Analysts and Service Delivery Managers keep you informed on the status of incidents and defects reported through our dashboard.

We're highly experienced in prudent service insight and pro-actively work with you to plan, design and implement remediation and improvement according to your needs.

Service management

NEC Application Support is delivered and managed through our ITIL service delivery model called the Integrated Governance Model (IGM).

Our services are also ISO 27001 certified by an independent auditor, ensuring the protection of your information and security.

Tiered service model

Three tier service model from Essential to Premium, designed to suit different levels of support requirements and budgets.

We can offer 24x7x365 support for your business critical applications, plus strict SLAs offer complete peace of mind.

Service Package Options

		Essential	Standard	Premium
Support hours [1]		8:30-17:00 Mon-Fri	8:30-17:00 Mon-Fri	24x7x365 Inc. Public Holidays
NEC service portal / email		✓	✓	✓
1300 phone number		-	✓	✓
Response time [2]	Priority 1	< 30 mins	< 30 mins	< 30 mins
	Priority 2	< 90 mins	< 60 mins	< 60 mins
	Priority 3	1-3 business days	Next business day	8 hours
Resolution time [3]		SLA	SLA	SLA
Incident management and service requests		✓	✓	✓
Minor enhancements [4]		-	✓	✓
Problem management		-	Reactive	Proactive
Change / capacity management [5] / service insight		✓	✓	✓
Environments supported		1	Up to 5	Negotiated
Remote support		✓	✓	✓
Escalations [6]		✓	✓	✓
Dedicated support team		-	-	✓
Engage MIM and/or assignment group		✓	✓	✓
Standard NEC customer satisfaction surveys		-	✓	✓
Summary survey feedback report		-	-	✓
Service improvement recommendations		-	✓	✓
Account reporting (monthly)		✓	✓	✓
Post incident report		Add-on option	✓	✓
Additional reporting		Available as required		

Service Package Options

	Essential	Standard	Premium
NEC CI tools	✓	✓	✓
Proactive maintenance (planned)	-	✓	✓
Reactive maintenance (unplanned)	✓	✓	✓
Minor releases and service packs [7]	-	✓	✓

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 **3.** SLA will be defined in the customer SoW **4.** Minor enhancement defined based on the required effort. If required to be delivered by a specific date this may result in additional costs **5.** Depending on effort costs may apply **6.** Vendor response times are excluded from NEC SLAs. Any ticket could result in a vendor escalation. Vendor escalation is dependent on NEC either authorised to raise escalations with the relevant vendor on behalf of the customer or tickets being raised by the customer with the vendor and authorising NEC to follow it up. **7.** Minor release defined by the required effort. Iif required to be delivered by a specific date this may result in additional costs.

Additional Service Options (Fees apply)

After hours support	Onsite support	System governance process	Dedicated Service Delivery Manager	Additional reporting

Why NEC?

We provide trusted software and hardware maintenance and support to organisations of all sizes in all Australian business and government sectors.

Our qualified and skilled experts are guided by carefully tailored service level agreements that are designed to meet your present and future support needs. We manage your applications support and issue resolution life-cycles with prompt and courteous efficiency.

With the ability to leverage our global resources pool, we are able to offer expertise in multiple applications and technologies, whilst still providing local governance and ownership of the incidents and request.

NEC Application Support is able to provide the know-how, experience and flexibility to take care of your day-to-day application support issues so that you can focus on meeting the challenges presented by today's business and technology environment.

For more information:

www **nec.com.au**

✉ **contactus@nec.com.au**

📞 **131 632**

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