Support Model

KNet Technology

Managed Services

Table of Contents

Introduction

KNet Technology is an expert in Information Technology and Telecommunications Managed Services. Since 1995, KNet has been the leader in Network Integration and support. KNet has a long, distinguished history in monitoring and maintaining ICT infrastructure for organisations across Australia, New Zealand and Asia. KNet has assisted to deliver Unified Communications, computing, storage, threat management, cloud technologies, enterprise collaboration and contact centres. KNet has a range of managed services to help you maintain your network and ICT infrastructure. Few Managed Service providers can match our breadth of ICT resources, or our service commitment.

How the KNet support model process is managed

KNet uses "Best in Class" business management support tools and ITIL methodologies and their management tool of choice is ConnectWise. ConnectWise is an industry ITIL recognised business process management product specifically designed for the Information Technology industry. This product has allowed KNet to automate our entire "Incident Management" strategy:

- ➢ Customer-Issued Alert
- ➢ Raised Ticket
- ➢ Ticket Actioned
- ➢ Ticket Resolution
- ➢ Customer Resolution Report

KNet's additional support tool of choice is Labtech, Labtech allows KNet to provide real-time proactive support and management, securely to any device on a customer's network. Labtech allows KNet to pre-schedule maintenance to any device, IOS or Operating platform streamlining tasks involved in maintaining any environment. The combination of the two management tools, collectively, with KNet's breadth of technologically skilled resources provides continuity and stability to our clients.

KNet Process Flow

Customer Process

The customer has several options available to communicate an issue to the KNet contact centre.

- ➢ Email – servicemanager@knet.com.au
- ➢ Web Portal – http://support.knet.com.au/support (Contract Customers)
- ➢ Alert Monitor – (Managed Services – Contract)
- ➢ Phone - +61 2 63638999

Email

The customer can email servicemanager@knet.com.au direct with an issue. This will be sent directly to the Contact Centre and the customer will be sent a response from ConnectWise notifying them of the created ticket along with a ticket reference number. As the ticket moves through status changes and escalation (if required) and on to resolution, the updates are emailed to the originating source email address of the customer who requested the ticket and also prime site contact keeping them informed of the progress of the ticket.

Web Portal – (Contract Customer Only)

Contract customers can create and monitor the life of requested tickets via KNet's support portal – this access also allows the customer to get management reports.

Alert Monitor (Managed Services – Contract)

The devices being monitored by the Alert Monitor (Labtech Agent) generate their own tickets directly. Once the ticket is generated the customer is informed by email and can monitor the progress by email updates or via the Web Portal.

Phone

Customers can call the Contact Centre directly on +61 2 6363 8999 to raise a ticket and then monitor the progress via email updates or Web Portal.
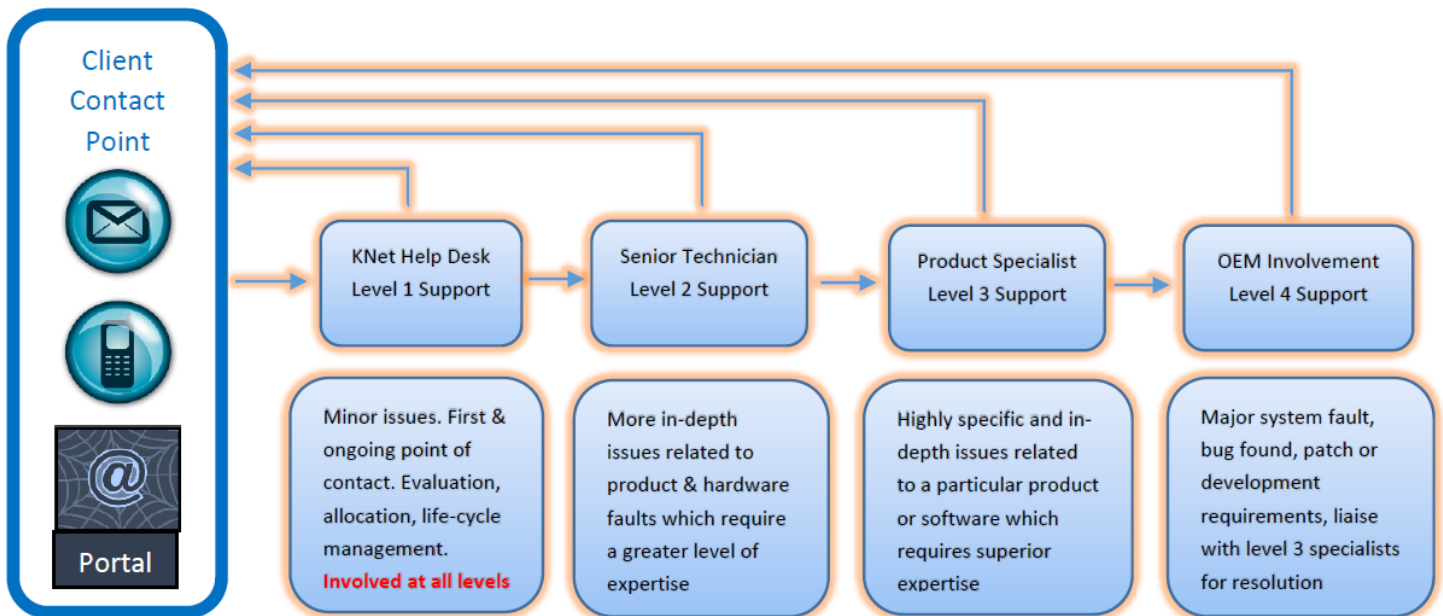
KNet Escalation and Reporting

Once the ticket is raised, the system looks at the client information it has against the contracted requirement support board and alerts the following:
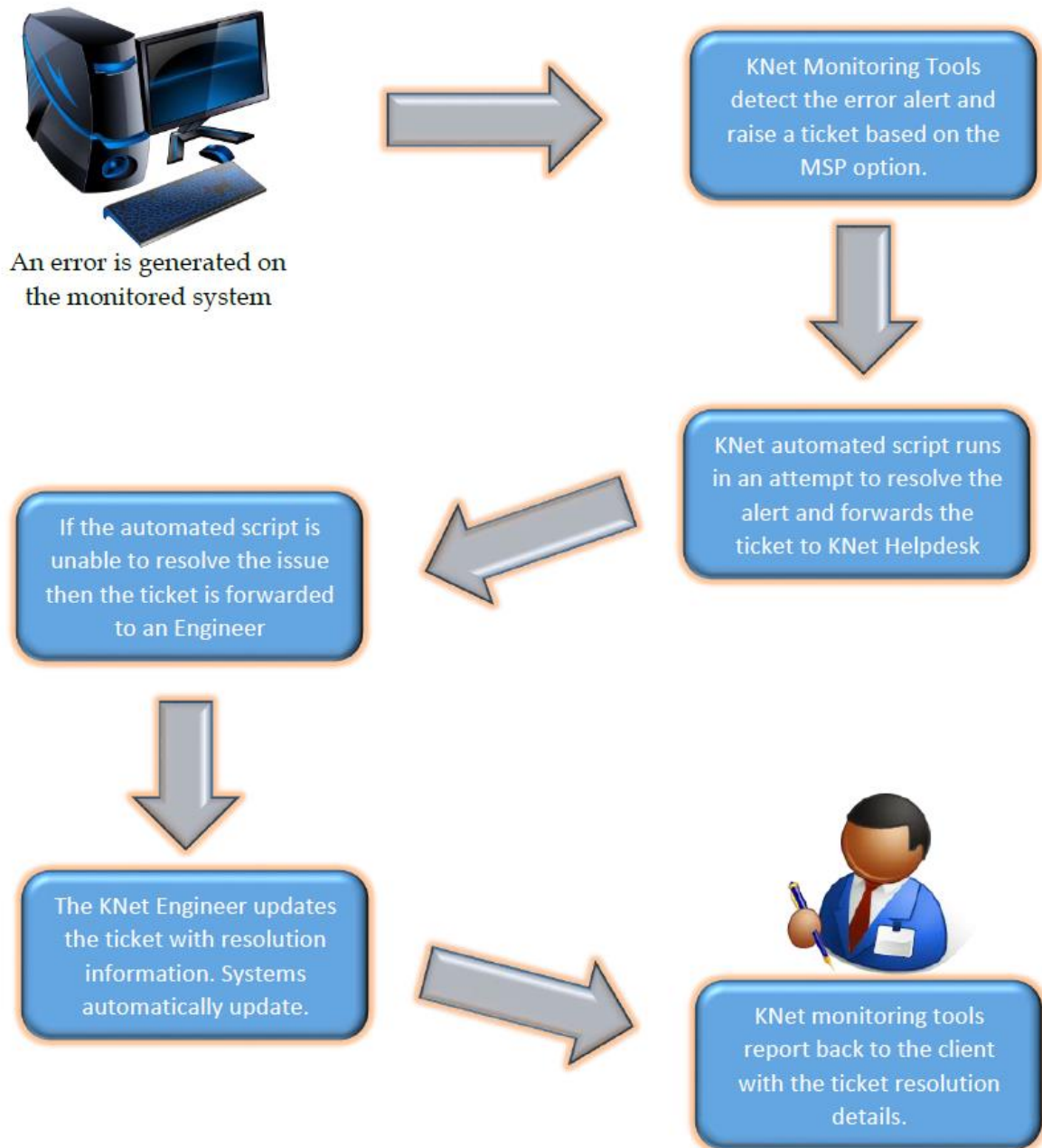
- ➤ Helpdesk
- ➤ Service Manager
- ➤ Dispatch Manager
- ➤ Customer Contact Manager (This is the KNet Manager responsible for this client account)

Based on the rules embedded in the client contract the tickets life is then moved through the escalation process based on thresholds being triggered. During the entire life of the ticket, as the ticket is updated or thresholds triggered to escalate the ticket, all the above contacts are informed automatically and in real-time.

In situations where the rules have exceeded timeframes, the ticket will trigger escalation to all of the above, plus senior management and level 4 technical supports within KNet and the relevant contacts listed for the client.

Knet Alert Monitoring Process

An error is generated on the monitored system

KNet Monitoring Tools detect the error alert and raise a ticket based on the MSP option.

KNet automated script runs in an attempt to resolve the alert and forwards the ticket to KNet Helpdesk

If the automated script is unable to resolve the issue then the ticket is forwarded to an Engineer

The KNet Engineer updates the ticket with resolution information. Systems automatically update.

KNet monitoring tools report back to the client with the ticket resolution details.

For More Information

To learn more about our technology and services visit www.knet.com.au.
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