

Service Desk as Managed Services

Meeting the target service levels (user experience and availability) for the new application services rolled out



Business Challenge

The desire of Enterprise to maximise their IT operational efficiency and streamline business processes has encouraged a growing number of firms to outsource some of their support service needs to third-party service providers. Service desk services represent a support function that an increasing number of businesses are outsourcing

Some of the key challenges addressed by this service function as follow

- Improve Operational efficiency
- Predictability of costs
- Distributed operations/workforce
- Improve the Business bottom-line
- Enterprise restructuring
- IT staff constraints
- Changing role of the Service Desk
- Leveraging of offshore/ near-shore resources
- Self Service Innovation

Service Desk as Managed Services

Our Services Offerings

BT Australia's Service Desk Solutions provide BTA clients with a cost effective, flexible alternative for staffing and management of a help desk function. By providing a single point of contact for end users to access support resources and by accepting ownership for incident resolution until an end user is satisfied that their problem is resolved, BTA services keeps end users happy with support and more productive in their work.

Our Service Desk offering is summarized as follows

- Single point of contact for Customer's end user computing problems & service requests
- Support for end-user computing environment includes standard, customized applications & multi-vendor hardware through a centralized pool of shared expertise
Integration of IT Service Management (ITSM)
- best practices and leveraging on innovative service tools. (i.e. BMC Remedy)
- Cost savings translated through proper ITSM control & SIP (Service Improvement Plan) co-owned by customer.

BTA supports the entire end-user computing environment, including standard and custom applications as well as multi-vendor hardware platforms while continually incorporating IT Service Management (ITSM) best practices and innovative service tools. BTA's support capability delivers a personalized end-user portal with a tightly integrated support infrastructure to help drive down the cost of support over time.

Key Highlights

- Predictable costs of IT support & better control while maintaining end user productivity
- Able to obtain a global and scalable Service Desk solution that leverage and utilize industry best practices, technology and expertise.
- Ability to better anticipate & resolve potential support issues with a fully integrated end user support eco system on the customer's IT Infrastructure.
- Service statistics & reports gives greater visibility of customer's ICT performance and it allows driving of cost down with the various proven engagement methods.

Activities and Deliverables

- Services Introduction kick-off meeting to establish goals and milestone
- Service introduction workshop, taking into consideration organization policy, regulatory compliance and business and cultural impacts
- Review current Service Desk operations and operational support procedures **
- Documentation of Service Desk Components configuration and specification**
- Documentation of Services design and build specifications**
- Documentation of maintenance contract status **
- Documentation of escalation procedures plan
- Provide implementation, setup document and acceptance test plan
- Verify Services solutions against documented test procedures
- Services Transition, Execution- Manage and reporting

** Applicable for RMM and DC ICT managed services only

What makes us different?

- **Technology Vendor independent services Management**

Innovation and transformation of technology refresh is done with Alignment to customer business objectives rather than lock-in the customer with service provider owned technology

- **Our approach to Service Management**

- A determined focus on the customer
- The alignment of commercial objectives
- Establishment and maintenance of enduring relationships with our customers.

- **Our Pricing Approaches**

We will consider a variety of commercial arrangements including:

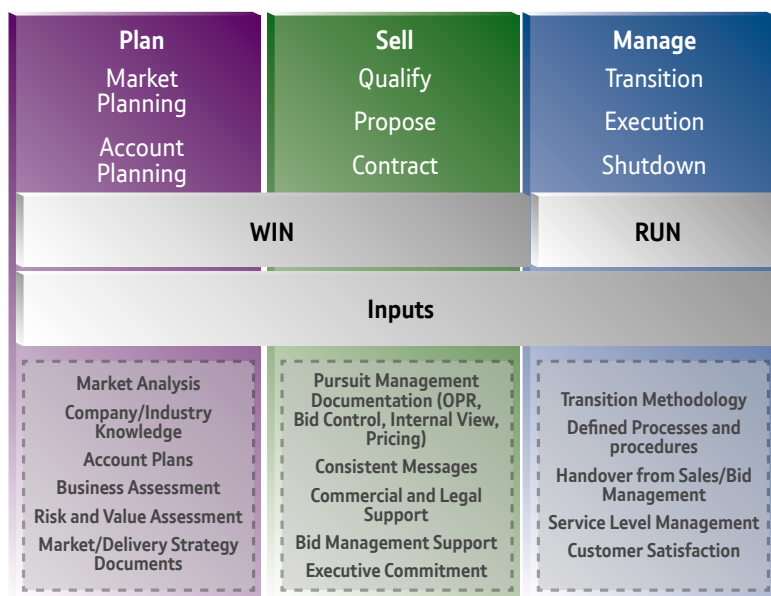
- Shared risk/reward where we share in the success of the project
- Managed Service to agreed Service Level Agreement (SLA)
- Time and Materials, pricing based on time spent — e.g. fee rates X days
- Based on the volume of calls and service requests
- Based on the problem ownership and resolution.

- **Our Processes and Methodologies**

Our COMMAND methodology developed based on e-SCM-SP (e-Sourcing Capability Model for Services Providers which is different from other service management frameworks which focuses only on things like services strategy , Services design, Services delivery/ Support and services Improvements where as e-SCM-SP in addition to this also focuses on Plan , Sell portion of this services offering pursuit hence the expectations of customer is captured and continuously carried through the services delivery process as shown below so that there is continued and determined focus on the customer expectations.

Complementary Services

- Pre-Production Application Assurance
- Managed Disaster Recovery Services



COMMAND Overall Methodology

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