

# SUPPORT SERVICES



The Advantage of Clarity

Frame’s support commitment is to provide you with complete visibility, traceability and accountability.

Frame’s support services are aligned to meet and exceed agreed and measurable service level agreements (SLAs) for your fulfilment, problem and incident management.

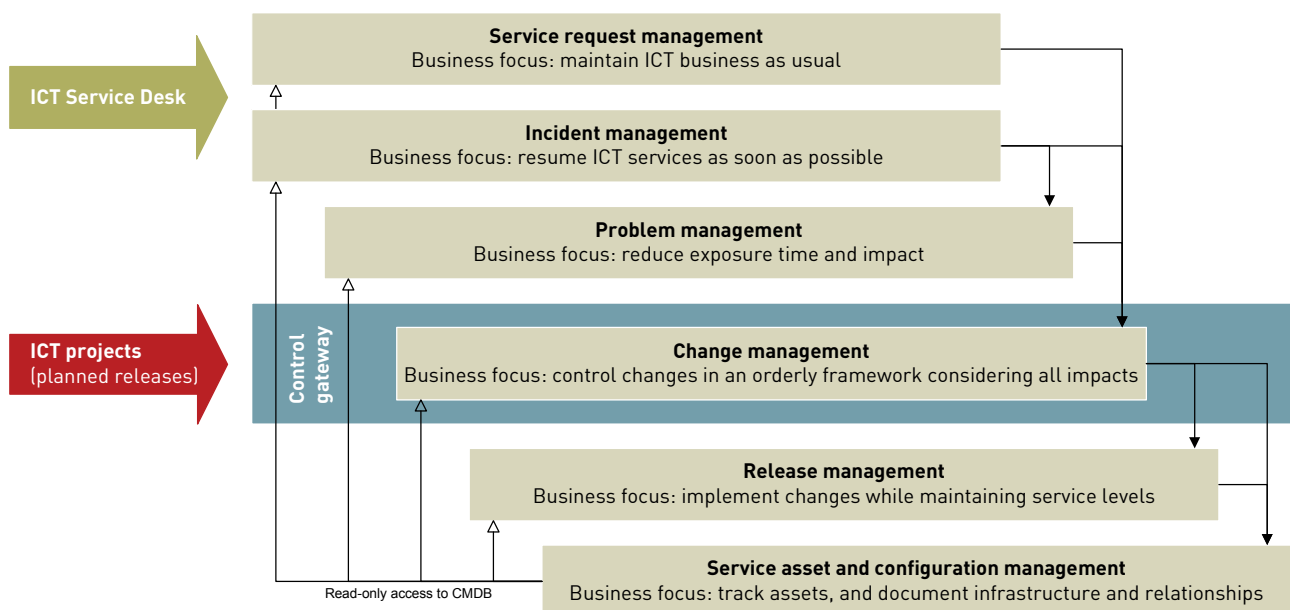
SLAs benefit from being simple, measurable and realistic, and we work with you to keep them that way. We periodically review SLAs to ensure they continue to meet your needs, and to accommodate better metrics, measurement tools and processes.

We provide your operations teams and end users with a single point of contact for contract management and field engineering support.

Our integrated contact centre offers Service Desk advice and information (level 1 support) with field engineering support for problem rectification (level 2 support). Our technology specialists are available to provide in-depth problem resolution (level 3 support) and we facilitate vendor support (level 4).

The Service Desk uses trouble ticketing and case reporting to ensure timely escalation and regular feedback to your end users. We also provide national order processing of technology elements and the coordination of associated installation works.

To ensure that our services align to your needs, we follow documented processes based on ITIL—internationally recognised as best practice for service management. These repeatable processes are underpinned by Frame’s ISO 9001 endorsed quality management system.



# OPERATIONS SUPPORT

We combine the people, processes and tools required for successful operation of your applications, systems, networks and equipment.

Frame's operations support expertise falls into four activities:

- **change**—introduce new service solutions, technologies, systems, applications, hardware and processes
- **operate**—execute the day-to-day tasks of running and monitoring systems and networks
- **support**—resolve incidents, problems and enquiries to provide ongoing support to end users
- **optimise**—drive changes that assist business-focussed service level management, ICT cost management, and planning for improvements and change.

Using this expertise, we help you clearly define and manage the key elements of your ICT operations environment:

- **people**—stakeholders, their roles, responsibilities, and training requirements
- **processes**—tasks and activities required to operate your systems and networks
- **tools**—technology used to conduct the tasks and activities.

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