

CONNECT NZ

Support and Managed Services



CONNECT NZ SUPPORT SERVICES

Connect NZ is a New Zealand owned and operated company with a 40 year track record, with offices nationwide. We offer a comprehensive suite of communication and collaboration solutions and catalogue of managed services specifically tailored for companies and organisations with a high dependency on communications, and communication tools, but for whom Communications and Collaboration Provisioning and Management may not be considered as part of their core business function.

We are dedicated to shaping a better future for New Zealand businesses by adding value to them through technology. You can be sure that our highly skilled team will deliver the best in customer satisfaction - we always go the extra mile to bring our clients quality service and keep them up to date with their technology requirements.

SERVICE CATALOGUE

Our suite of solutions empower your employees to effectively **collaborate, share, and seamlessly communicate** in the office, on campus and, remotely, providing **increased productivity** to your business by reducing administrative hassle and technology barriers.



The Connect NZ Managed Services are a comprehensive group of services to ensure your ICT, Unified Communications and Collaboration environment run smoothly. It includes the diagnosis and resolution of incidents or problems with contracted equipment and applications, and a team of dedicated experts to ensure your business operations remain high-performing and functional.

WHAT WE DELIVER

Connect NZ delivers service excellence through our people, tools, processes, and adherence to recognised best practice.

We offer:

- A single, New Zealand-based point of contact for service delivery
- Consistent processes for service delivery
- Remote diagnostic tools to flag, resolve and escalate issues
- Skilled Engineers to manage and integrate multi-vendor, mixed technology environments
- Options to log incidents via email or toll-free line
- A unique reference provided for each call to track and monitor an incident's progress
- Simple and clear SLA levels for you to choose from according to your business requirements



BUSINESS IMPACT

When you partner with Connect's Managed Support services you will:

- Reduce the risk and the potential business costs of downtime of your critical business applications
- Reduce the time spent by your key staff maintaining and coordinating multiple suppliers and technologies
- Focus business resources on new requirements / projects
- Simplify the coordination of maintenance contracts



MANAGED SERVICES BENEFITS



- Response times are assigned to each call depending on priority – prevents uncertain reaction time
- All costs for labour and callouts are covered by the Connect NZ Warranty Services
- Remote access to your Communication and Collaboration systems allows quicker response to resolve incidents
- Regular maintenance and systems updates to ensure maximum productivity
- Consultation and advice on systems operations from your team of assigned, dedicated experts with years of experience

HELPDESK

Our Helpdesk solution provides a Single Point-of-Contact (SPOC) that acts as the functional interface to the customer for the acceptance of all contractually agreed service requirements (service requests and incidents). The Connect NZ Helpdesk is also responsible for providing the service and support functions that log, track, update, escalate, resolve, and report on all service tickets.

Remote service includes the diagnosis and remote repair of an incident. Upon receipt of notification of an incident via the Helpdesk, diagnosis and remote service restoration action are undertaken where possible in consultation with the customer. When faulty hardware is identified our remote service technicians initiate the rapid supply of any required hardware after consultation with the customer.

All charges for labour and call outs in terms of Connect NZ Hardware Warranty are included. Remote access to the Communication and Collaboration systems allows quicker response to resolve incidents

MONITORING SERVICES

Our Monitoring Services provide your business with the most reliable communications infrastructure currently available. Proactive support protects your communications and collaboration infrastructure by constantly monitoring your deployed fleet.

Your elected solution portal will be configured to send alerts to our Events Management systems, alerting our Helpdesk Team of any urgent issues that require support intervention.

L2 AND L3 ONSITE SUPPORT SERVICES

On-Site Service covers our Maintenance Service where an Engineer will be dispatched to isolate the problem, repair and install any replacement parts that may be needed. The on-site engineer will diagnose issues on-site and initiate the supply of any spare or replacement parts in consultation with the customer.

The Engineer will repair the fault, replace parts and components and perform functionality checks prior to closing the incident.

UPDATE PROCESS

The Connect NZ unique Software Release Management program is to plan, coordinate, build, test and implement.

In the case of a release that is being implemented as a consequence of a change we plan, coordinate, build, test, and implement releases in accordance with the requirements resulting from the change.

SECURITY

Designs of our solutions have been based on the "Secure by design" principal. All layers of the security landscape for services provided are reviewed and addressed. Connect NZ works with you to bring together the right combination of governance and product. Helping you keep your people, processes, and technology protected.

CONNECT NZ HARDWARE WARRANTY

In the event of a hardware failure, Connect NZ will arrange the repair or replacement of the failed device with the manufacturer. If the manufacturer's warranty has expired, Connect NZ will repair or replace the equipment at no additional cost (subject to the exclusions set out in Connect NZ Standard Terms and Conditions).

SPARES SERVICE

In the event of an equipment failure Connect will swap out the faulty device with a spare device (subject to availability). When your device has been repaired we will return to site to swap out the spare device with the repaired or replacement device.

Spare devices are held in a shared loan pool, available to all customers subscribing to our Spares Service, and are interchangeable devices.

CRITICAL SPARES SERVICE

For those customers that require a rapid turn around when things go wrong, or have a significant number of rooms at a single location, Connect NZ recommends holding some critical spares onsite at your premises. This allows your team to immediately substitute hardware to reduce downtime. Customers can send the faulty device back to us and we will arrange the Return Authorisation and send it back to be kept onsite. We are happy to store these critical spares at our sites for you and asset manage these devices.

CUSTOMER SUCCESS MANAGER SERVICES

Our Customer Success Team will work with your organisation to understand your user environment and build an Adoption Journey that will guarantee happy users, lower support requests and a strong return on investment.

SUPPORT TICKET LOGGING PROCESS

All incidents will be logged with Connect NZ as per the Support Request Process in the below table. The response objective is measured from the time the Customer logs an incident with Connect to the time Connect provides an acknowledgement of the incident.

PRIORITY	TICKET LOGGING PROCESS
Priority 1	Phone the Connect Helpdesk
Other priorities	Log a ticket via your Connect Client Portal or email our Helpdesk

HELPDESK AND SUPPORT SERVICES



0800 800 815

Option 3 then 1



support@connectnz.co.nz

1. Email us to automatically log a request in our system
2. If you have an existing request logged with us, ensure to add the reference number in the subject line of your request

STANDARD BUSINESS HOURS OF OPERATION

Monday to Friday

8:30am - 5:00pm

**Saturday – Sunday
Public Holidays**

Connect have resources available outside of standard business hours. After hours rates apply on a time and materials basis.