

Third Party Incident Coordination

Improve the efficiency of incident management

Dimension Data coordinates third party incident-related activities to ensure seamless and efficient end-to-end support

Business Outcomes

- Accurate fault assessment and diagnosis
- Efficient incident management across multiple vendors

Challenges

Does your organisation often manage service incidents across multiple vendors to affect issue resolution? Are you battling to diagnosis the problem and establish responsibility between vendors for an incident? With multiple vendors involved, incident management can become complex and frustrating.

But, when an incident takes place and you're facing downtime and a negative impact on your business, you need to have the problem identified, the solution found, and the problem fixed quickly.

Our Third Party Incident Coordination Service manages incidents involving multiple vendors to resolution. We will coordinate incident-related activities for you, and we will relieve your business of the need to manage the conflicts and requirements of different parties, throughout the process. With us, the incident management process is handled seamlessly from start to finish, assuring you of minimal downtime while delivering maximum value.

How Third Party Incident Coordination works

When a fault occurs in your environment and there are numerous support providers involved, you are expected to identify where the fault lies before you can report it to the relevant service provider. If you are unable to do so, or if the task is exceedingly complex, this will delay the diagnosis of the issue and extend the time to repair.

Using our Service, we diagnose the situation when an incident occurs, to determine where the problem resides. We then elevate this issue to the relevant service provider and ensure it is taken to the next level of resolution. We also analyse the fault closely - identifying not only who is responsible, but also what could be causing it and what measures could be taken to repair it.

With our Service, you need only notify us of the incident and we take it from there, managing all aspects of the case until your service is restored.

Organisations need to deliver IT more efficiently: Leveraging external partners, coupled with new automation technologies, can help drive efficiencies in IT operations as well as align IT and business objectives more effectively.

Using Automation to Drive Transformation, IDC Infobrief, sponsored by Dimension Data, August 2016

Use cases for Third Party Incident Coordination

One of our clients had a high-speed wide area network (HWAN) implementation, at a single head-end site and ten remote locations, connected via a multiprotocol label switching (MPLS) circuit with redundant internet access links. When the internet went down, the client contacted us using the Third Party Incident Response Service to diagnose and resolve the issue. Shortly after the first issue was reported, the remote locations went down. The client was clearly concerned. They contacted us and we diagnosed the issue. The MPLS and internet circuits were down simultaneously, even though both were from different service providers.

We contacted the telco to notify them of the outage and provided them with relevant information to effect repairs. We identified that the virtual circuit was going up and down, while the physical layer remained up. The telco responded, stating that the problem must be related to an equipment failure on the client's side, as the physical layer had passed the hardware loopback test perfectly. We insisted they examine the logical configuration of the virtual circuits and recommended a reset of the MPLS switch closest to the head-end location. Twenty minutes later, the issue was resolved and the client notified that their systems were operational. Problem solved.

With our Third Party Coordination Service, the client benefited from having us as their single point of contact to manage communication across the multiple providers, diagnose and manage the problem through resolution saving them time and the headache of managing vendor conflict.

Additional Proactive support services

Third Party Incident Coordination is a member of our Proactive support services portfolio. Our Proactive support services accelerate IT optimisation and ensure that your technology is delivering all that it can. Our IT Service Integration Service automates workflows between your service desk application and our IT Service Management System. We recommend combining Third Party Incident Coordination with our IT Service Integration to gain additional operational efficiencies and further reduce your administrative support burden.

Additional Proactive support services you may wish to consider include:

Annual Version Updates helps you standardise on vendor updates for infrastructure under contract with us.

Asset Tracking and Analytics discovers your asset data and transforms it into actionable information to help you make informed infrastructure decisions.

Availability and Capacity Monitoring provides active polling and threshold monitoring of your assets to diagnose and resolve incidents faster.

Configuration Archive uses automated mechanisms to backup and store the last two configurations on the assets covered.

Technical Account Management assigns a senior engineer who understands your operations, monitors and tracks your support needs and service requests, troubleshoots issues, and identifies opportunities to improve availability.

Service Delivery Assurance assigns a client delivery executive to act as your advocate and help provide governance across service entitlements, processes, and assets.

Proactive Problem Support reviews service incidents and proactively identifies potential problems that can result in future downtime.

MACD fulfils standard move, add, change, and delete requests, relieving your team of these routine functions.

The Dimension Data Advantage

With Third Party Incident Coordination, we will follow the issue from point of origin to final resolution and manage all the challenges that arise along the way. We commit to:

- Offloading the workload associated with managing third party support providers, throughout the incident resolution process.
- Accurate identification of the fault and communication to the relevant service provider.
- Effective incident management from the reporting of an incident to its final resolution.
- High-level technical expertise that can assess an issue, identify possible solutions, and effectively communicate this to the relevant service provider.

Our portfolio of Proactive support services improves operational efficiency by automating and integrating processes, leveraging analytics to improve your decision making, and simplifying operational complexity across technologies and vendors. We can proactively handle many of your standard IT processes, freeing up valuable staff and management time to devote to innovation.