

Proactive support services Service Delivery Assurance

An advocate who ensures seamless service delivery and continuous improvement

Dimension Data's Service Delivery Assurance Service offers a dedicated account advocate who is responsible for delivering control across service entitlements, processes, and systems under contract with us, as well as providing continuous service improvements.

Business Outcomes

- Continuous service delivery improvements
- Improved operational efficiency
- Enhanced overall service performance

‘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

Challenges

Managing your services and supplier relationships can be complex and time consuming. You want to ensure that governance is in place, scheduling is seamless, and that all processes and documentation are in order. You also want to be able to take advantage of opportunities, to optimise when needed, and to know when costs can be saved. But, time and other business priorities often get in the way.

Solution

Our Service Delivery Assurance offering supports you in overcoming these challenges. We monitor and report on service performance against service level agreements (SLAs) and provide you with a single point of contact. Your client delivery executive will review service levels against agreed upon commitments, ensure that improvement opportunities are captured, and that systems are optimised. Their dedicated commitment to your business, will help you reduce costs, identify avenues for improvement, and help you map our services to your business needs.

Your client delivery executive is your advocate with us, managing the services relationship, establishing the service governance structure, running all service management review meetings, and putting all processes and documentation in place.

The objectives of our client delivery executives are to:

- Maintain and improve the delivery of services to you, in line with agreed service levels and contractual commitments.
- Establish a clear method by which they can measure and report on your agreed service levels.
- Provide you with a single, trusted communication channel.
- Provide you with an escalation channel and partner within our organisation.

Service Delivery Assurance provides you with governance and control across the service entitlements, processes, and systems you have under contract with us. It includes transition, operation, account governance, and continuous service improvement.

How the Service works

Monitoring and reporting on service performance

Service Delivery Assurance monitors and reports on service performance against SLAs, giving you a single point of contact and support. Service performance metrics include:

- monthly ticket volumes as a percentage of your covered assets
- monthly achievements of the onsite parts SLAs, as a percentage of incidents requiring onsite parts
- monthly achievements of the onsite labour SLAs, as a percentage of incidents requiring onsite labour
- monthly achievements of the incident response SLAs, as a percentage of total incidents

These can be customised and scheduled to your specifications and are posted on our Managed Centre Portal.

Operations run book development and maintenance

The client delivery executive works with your transition team to develop and maintain an operations run book that includes processes, escalation lists, and documentation. The operations run book includes:

- network map(s)
- site-level engineering diagrams
- client and site contacts
- configuration items and IT service mappings and relationships

Contract and financial management

Your client delivery executive provides you with additional support around the management of your contract with us, including change requests, new engagements, and billing enquiries.

Additional Proactive support services

Service Delivery Assurance 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. 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.

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.

Third Party Incident Coordination delivers end-to-end incident management support for service incidents involving other providers, on your behalf.

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

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

IT Service Integration integrates your existing service management system with ours to automatically exchange task information.

Dimension Data Advantage

Service Delivery Assurance provides you with exceptional support to ensure your operations run smoothly, efficiently, and productively. This Service will improve the effectiveness of our business relationship with you throughout your organisation, manage service level targets, and ensure seamless service delivery.

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.

‘Networks monitored by Dimension Data: incident response is 69% faster, and repair time is 32% faster. These times fall by a further 55% and 37% respectively on networks we manage with service desk integration.’

Dimension Data’s 2016 Network Barometer Report