



Delta Solutions - IT Service Management

Delta Solutions Service Desk is a central contact point for all IT related issues for your corporate users. We provide your local access number, email and web-based helpdesk to contact us. All requests will be logged to our service desk systems that accessible via website.

Delta Solutions Service Desk (formerly called IT Support) is aligned with ITIL best practices to attend to Service Requests and resolve Incidents in timely manner followed by well defined escalation (if required) procedures.

With our flat-rate monthly pricing, Delta Solutions IT Service Management provides you with fully managed; Unlimited Remote Support, Unlimited 24/7 Monitoring, Best Practices Approach, Process and Procedure, Network Documentation and Regular Reports, all at a fixed monthly fee per device.

Remote Support allows your issue to be resolved in timely manner as well as reducing your on-site support costs. Delta Solutions utilises various remote support technology in order to support your business infrastructure depending on the situation.

IT Service Management Description

Incident Management

- End-user Help Desk support 8.30 am – 5 pm M-F excluding weekends and Public holidays
- Creation of service ticket for each service request
- Remote resolution by Service Desk
- Escalation of service requests to Senior Consultant for remote resolution (if needed)
- Service request assignment for scheduled on-site visit (if needed)
- Tracking & Management Reporting of all Service Requests
- Senior Consultant for on-site staff (if needed)

Optional Services

- Project Management
- On-site Project Rollout
- User Training



IT Services

1. Server Management

The server management plan includes well structured server administration, maintenance and monitoring tasks. The plan allows unlimited remote server administration and management. Server is constantly monitored for its critical functionalities, disk spaces, event logs management, network configuration changes. Server maintenance includes security patches and updates, scheduled server reboot (if required), anti-virus database definition management and database software patches update. Server administration includes user and security group administration. Server Management document is constantly updated to ensure validity of information. Data backup procedures and verifications are being followed to ensure backup data integrity. Service request related to server standard components changes are also included. We also provide optional *Exchange management in the event you are hosting your Exchange server internally.

2. Network Management

The network management plan includes unlimited remote infrastructure management and monitoring. Your network and external gateway is constantly monitored to ensure of internet uptime. We will consolidate all information related to your ISP and hosting company. Our team will contact the provider on your behalf to resolve issues and making necessary changes to support your business requirements. Network diagram is constantly updated to ensure that you are always across your internal network view from business perspective.

3. Desktop Management

The desktop management plan includes unlimited remote support and maintenance to your designated desktop; standard desktop operating systems changes, security patches and updates, security permissions change, Microsoft application support, anti-virus management, disk defragmenter and asset management.

4. Policy and Procedures, Quarterly reports produced to management team.



Service Level Management

All incidents and service requests must go through Delta Solutions service desk systems or via email to support@deltasolutions.com.au, Skype to Delta Solutions Support and phone urgent request/incidents to:

Sydney (02) 8064-2651

Melbourne (03) 8683-8651

Severity / Type	Impact Scope	Response Time (max)
Severity 1 (high)	Organisation Server hardware/OS crashes, network devices crash, database and/or Exchange unavailable	1 - business hour
Severity 2 (medium)	Department Similar incidents to Severity 1 but only affect some users	2 - business hour
Severity 3 (low)	User Incident only affect a single user and does not affect business process	4 – business hour
Service Request	Changes required supporting business operational; including but not limited to setup new account, applications changes, and server configuration changes.	4 – business hour

If incident cannot be resolved by remote support, on-site visit by Engineer/Consultant will be scheduled.

IT Service Management Pricing

IT Service Management Plan	Monthly Rate – Ex GST
Server Management – per server	\$ 299
* Exchange Management	\$ 199
Network Management – per site	\$ 199
Desktop Management – per desktop	\$ 75

On-site service request and project rates are \$80 plus GST / hour for Systems Engineer and \$110 plus GST / hour for Senior Consultant. On-site service requests are provided as requested by customer and scheduled through Service Desk systems.