



## MAINTENANCE & SUPPORT

South West Communications Group's support infrastructure provides our clients with a professional, highly responsive facility to address all areas of day-to-day fault rectification and maintenance. This is underpinned by more than 30 years of experience and facilitated by an extensive team of highly trained engineers and technical support staff specifically designated to support our client base.

Our team of strategically-based field engineers and remote engineering team allow the delivery of a range of support packages to organisations that require fast response times and total cover options.

Our engineering support headcount and geographical location is commensurate with the number of clients that we support in a particular region and the agreed service level agreements that are in place to ensure that we meet and exceed our contractual responsibilities and commitments.

### Responsibility

**swcomms** takes total responsibility for maintaining and supporting equipment installed at customers' sites and our support management procedures include:

- Change management
- Configuration management
- Incident management
- Problem management
- Service level management
- Service continuity management

Part of support management procedure includes a defined practice that ensures our customers have a clear understanding of the fault logging process while also endeavouring to keep them informed of every stage of the reporting, escalation and correction process.

### Fault logging, correction, reporting and escalation

In the event of a fault occurring, you would contact our service desk manned by front office staff specifically trained to process fault calls and to allocate engineering resource.

The service desk will log each call received, log the caller's name and location, and will confirm the call incident time and fault priority with each caller. At that point in time, the caller will be given a unique fault log number and advised of the agreed fault log time which will also be confirmed in an automated email.

It is at this time that all response times for on and off-site work will be measured and reported against. Regardless of the type of support contract, we will undertake a remote diagnostics session within one hour which allows the same diagnostics and remedial action to be undertaken remotely as can be undertaken directly on the system.

This reduces delays in getting field-based engineers to site and ensures expert diagnosis personnel are always on hand. We consistently achieve greater than 85% of fault rectifications via remote diagnostics.

If we are unable to fix remotely, a field engineer will attend site within 4 hours for a major fault and 12 hours for a minor fault.

Actual fault response and clear times are reported at board level on a monthly basis and the average on-site response times for all faults for the last 12 months were 4hrs 9mins with an average clear time of 1hr 10mins.

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During the course of the fault, the service desk will provide regular updates by automated emails as to the progress of the fault and will action fault escalation processes as required. The service desk will co-ordinate any internal and external parties to resolve the fault and will advise customers if faults have been passed to other parties such as carriers or manufacturers.

Upon resolution of the fault, the service desk will contact the fault originator and a logged fault closure time will be given and the fault log will be closed. A summary email will also be sent confirming that the call has now been resolved and the fault case close. In all cases, **swcomms** always retains fault ownership and will be the key contact point until fault resolution.

### Service history reporting

Service history can be communicated via reports prepared by our engineering team detailing all reported faults, the logged history and comments for these faults as well as root cause, resolution codes and fix descriptions and the preventative measures taken or implemented to minimise any recurrence.

These reports are invaluable in detecting ongoing problems or recurring issues that may otherwise go undetected. From this, long-term analysis can be performed and potential recommendations can be made on further fine tuning.

Preventative diagnostics checks can also be provided whereby a specialist engineer will remotely connect to the customer's phone system on an agreed schedule and run a set of non-intrusive diagnostic applications. These will include monitoring the system's alarm logs and conducting a routine check of the associated management system. A report will be compiled detailing any findings and recommendations.

These preventative diagnostics are an attempt to provide greater peace of mind to customers who are heavily reliant on their communications infrastructure and need to ensure maximum uptime as a key requirement.

### Support level agreements

We will design a bespoke service level contract that will suit your needs. However, our standard support packages are broken down into four key product sets which can be either taken as they are or customised to suit more specific and individual requirements. These range from our standard business hours, 8am to 6pm, through to 24/7/365, all with guaranteed four-hour response as detailed below:

#### Bronze remote

- Monday-Friday, 8am-6pm (except bank holidays) fault reporting and remote support
- On-site support and parts chargeable
- 1 x 30-minute remote programming sessions per annum

#### Bronze

- Monday-Friday, 8am-6pm (except bank holidays) fault reporting, remote and on-site support
- Labour and parts included
- 2 x 30-minute remote programming sessions per annum

#### Bronze+

- Monday-Friday, 8am-6pm (except bank holidays) on-site support
- 24/7 fault reporting and remote support
- Labour and parts included
- Optional chargeable call outs
- 2 x 30-minute remote programming sessions per annum

#### Platinum

- 24/7/365 fault reporting, remote and on-site support
- Labour and parts included
- 2 x 30-minute remote programming sessions per annum
- Annually service history reports
- Annually preventative diagnostics checks