

# Onsite Maintenance Service Solutions

## How NCSS can help

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## NCSS Onsite Maintenance Services Presentation

Reduce unnecessary IT overheads by having NCSS partner with you to provide IT support when required, at a level that you specify and at your designated location(s).

### How can NCSS help?



- ✚ NCSS strongly believes in forming partnerships with customers to deliver IT services rather than dictating terms.
- ✚ NCSS has a strong history of onsite hardware & software support in both the enterprise services and domestic arenas.
- ✚ NCSS's heritage of onsite support dates back to 1972 due to the recent joint venture with one of Australia's largest ICT solutions company the UXC owned Getronics Australia. This joint venture further strengthens NCSS's existing national network of industry certified professionals.

### NCSS onsite support and you.

Enterprise support is delivered By NCSS right across Australia and New Zealand and is performed by highly skilled and industry certified professionals.

This team of professionals included NCSS's own staff and where required NCSS screened & approved agents to service remote areas.

The combination of NCSS's call management, in-house reporting, application design & support, logistics and project management teams provide the tools, infrastructure and flexibility to tailor an NCSS support solution to meet customer requirements.



## NCSS Services

- **Hardware support**

NCSS can provide support to fault find, diagnose and swap-out faulty hardware using customer owned or NCSS supplied replacement parts.

- **Software support**

NCSS's team of industry certified engineers provide an extensive coverage of common SOE environments and their applications. Where required NCSS can be trained to support customer bespoke applications.

- **Application design & support**

NCSS have their own application design and support staff providing software solutions for many customer environments. Such applications include tools for: call management, staff training, induction & processes, stock control & logistics

- **Logistics**

NCSS have a national network of warehouses and logistics staff enabling customers to have their IT equipment and parts managed for them offsite or to be purchased from NCSS

- **Project Management**

NCSS have a team of project managers certified with Prince 2 to provide managed end to end projects and implementations

### Why NCSS Solutions?

NCSS has a proud history of providing industry certified IT support throughout Australia, New Zealand and parts of the United Kingdom and Tanzania.

This history has enabled NCSS to hone processes and create proven solutions that are now available to customers.

# NCSS Infrastructure and resources

**NCSS managed support solutions partner with their customers managing the responsibilities of IT support.**

NCSS delivers premium services to a large customer base including such corporate accounts as Tabcorp, Coles Express, HP, NCR, Federal Group, Apple, Tote, Network Gaming & Australia Post to name but a select few.

- **Service Coverage: 24x7x365 , Australia-wide, New Zealand & London**
- **Call Centre Support: 40 agent call centre in NCSS Prospect**
- **NCSS total workforce: 180 directly employed staff, 80% technical**
- **180 points of presence serviced by 250 Service Agents Australia wide.**
- **12,000 support calls a month, 60% serviced direct by NCSS engineers**
- **Customer Focused Programme Management Offices with dedicated Service Delivery & Project Mgt teams**



NCSS's combined national pool of resources provide 24x7 nationwide support including call management and logistic services.

## How does NCSS deliver?

### NCSS's certified nationwide staff

- NCSS onsite support staff are industry certified to provide a total onsite support model tailored to customer requirements. Training is undertaken on a regular basis to remain current with today's technology.
- NCSS can provide support to existing IT environments or where required design, plan and implement new or extended IT Solutions. Support solutions can be designed to encompass a customer's whole IT requirements or part thereof.
- NCSS support services include: Desktops, laptops, printers, servers, network infrastructure, data backup, office relocation & setup, technology consulting, logistics management, project management.
- NCSS has a national team of customer focussed programme management offices. These groups of highly skilled people provide overall management of assigned accounts to ensure services purchased are being delivered as per or beyond customer expectations. Staff within these teams consist of service delivery & project management experts.

### NCSS support tools and divisions:

NCSS have developed internally their own applications to enable an end to end call & logistics management tool called Catalyst.

**Call management** is provided through the tool Catalyst which enables NCSS to receive support calls 24x7 and then plan & manage nationwide support staff with the appropriate skill levels as per customer or project requirements. Catalyst provides SLA management functionality with customisable reporting.

Managing all calls is the NCSS National Call Centre, this team of approx 40 staff take incoming calls, manage calls and keep customers updated of case status.

**Training** of special customer requirements or unique training is provided to NCSS staff by using NCSS's online training & exams application. This tool enables NCSS to tailor exams to qualify that staff have a thorough understanding of customer requirements before being allocated to such an account. This tool is also used and customisable for processes and staff inductions.

**Logistics** management is again controlled from Catalyst. NCSS are able to allocate and manage either customer owned or NCSS supplied parts to service customer environments. NCSS's national warehouse locations help to provide quick part delivery and can allow customers to have the stock they require in the correct location to minimise potential downtime.

### NCSS are able to design and implement tailored solutions.

The unique combination of NCSS developed applications with highly skilled staff enables customers to the option of very adaptable support solutions to meet customer requirements