

Service Desk Management

The gateway to all
your support needs



The NST Service Desk provides resources to respond to all IT related issues and requests. The team members responding to your needs are all highly qualified IT professionals who are well-equipped to deal with challenges. In fact, over 80% of all inbound calls are resolved by the person answering the phone!

Access to your IT resources is mostly handled remotely, but when necessary we will attend onsite (if scoped into the service). The NST Service Desk will appear to your organisation as an internal team, with intimate knowledge of your IT infrastructure.

The Service Desk is available 24x7 and all process and procedures are ITIL driven (ITIL is the international standard for best practice in IT Service Delivery). The Service Desk is your IT department.

How can the NST Service Desk benefit you?

- **100% Australian-based** Service Desk.
- **24x7x365** Service Desk availability. You can choose support coverage hours to suit you.
- **A single number** to call for all issues and requests.
- **Friendly and professional** service from our team of IT technicians.
- **Monthly reports** provided to you.
- **Monitoring** of your IT devices, as well as SMS and email alerts.
- **Continual service improvement** process.

Since 2007 NST has been a key business partner, initially providing the technical expertise for a major upgrade of IT infrastructure and business continuity. Since then, NST has provided guidance on the continuous enhancement of our IT platforms, ensuring we take advantage of evolving technology.

SERVICE DESK FEATURES

Specialist Support: Where and when required our specialist team members are engaged to analyse, troubleshoot and rectify complex problems.

Administration: We will administer your IT environment, including reporting, analysis, licensing issues and compliance.

Web/Mail Management: This includes the monitoring, releasing, and managing of emails whenever necessary.

Server Management: Monitoring technology is used to complement the fact that all Windows events and performance indicators are routinely examined and anomalies investigated.

Citrix Management: General performance monitoring, adding and removing users/applications, and changing permissions.

Standard Operating Environment (SOE) Management: NST will lock down desktops, image them in a standard manner and manage licensing. We will also build new SOE environments and manage them (software versions, virus updates etc)

Patch Management: Regular scheduled patch management for both Server and Microsoft desktop applications and operating systems.

Firewall/Security Management: Regularly viewing firewall logs to determine usage and if there are any attacks. All Anti-Virus software is checked daily.

LAN/WAN Management: All switches and routers can be managed, capacity planned and monitored. The Service Desk will even contact carriers on your behalf.

VoIP Management: We will configure and manage your VoIP system (add/delete/change) whenever authorised.

Back-ups and System Recovery: Status checks, scheduling and problem resolution are all undertaken. Restoration of lost files and quarterly test back-up restores are all offered.

Mobile Device Management & Support: For all devices included in the agreement.

OUR PRODUCTS AND SERVICES

- IT Support Services
- End User Computing Support (PC, Mac, Tablet & Smartphone)
- IT Administration
- Anti-Virus Management
- Email Management
- Patch Management
- Business Continuity Planning & Disaster Recovery
- File Backup Management
- Cloud (SAAS, IAAS)
- Data Centre & Server Hosting
- VoIP Systems
- Business Grade Voice & Data Networks
- IT Security, Firewall & Intrusion Protection
- IT Hardware & Software Provisioning
- Project Work
- Onsite Support

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