GTS Global Support

3-tier Support.

Application Managed Service.
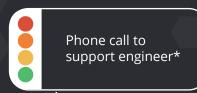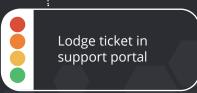
GTSgroup

Contact our
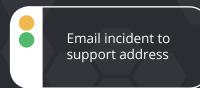sales team
today

SUPPORT PROCESSES

We understand that support doesn't just help your technical systems, but your whole team. That's why we take a human approach by providing a dedicated customer success manager (CSM) for your business. Combined with our best-in-class ticket tracking system and priority level matrix, our support process is straightforward and reliable. When tackling an incident, talk to an engineer who understands your system, because the only challenge to conquer should be the incident itself, not your support service.

SERVICE REQUEST PATHWAYS

Phone call to support engineer*

must follow with a ticket

Lodge ticket in support portal

Email incident to support address

*P1 and P2 incidents **must** first call the support engineer then lodge a ticket within 15 minutes after the call.

Gain access to the entire support team through our best-in-class ticket tracking system.

IDENTIFYING INCIDENT PRIORITY

The priorities of incidents will be determined between the users reporting the incident and GTS Group Support based on the matrix and definitions below.

PRIORITY		Impact				
		CRITICAL	HIGH	MEDIUM	LOW	PLANNED
Urgency	HIGH	1	1	2	3	4
	MEDIUM	1	2	3	4	4
	LOW	2	3	4	4	4

Urgency

HIGH: No acceptable workaround and multiple services affected

MEDIUM: No workaround and single service affected

LOW: Workaround exists

Impact

CRITICAL: Entire applications or business functions are affected

HIGH: A component of an application or a small group of users affected

MEDIUM: Business unit or group of less than 5 users affected

LOW: Single user affected

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	BRONZE	SILVER	GOLD
Setup fee (new client)	✓	✓	✓
Service Deck / Self-Service Portal	Provided	Provided	Provided
Minimum Ticket Time	1hr	1hr	1hr
Minimum Monthly Hours	N/A	8hrs	12hrs
Business Hours Support (Aus)	✓	✓	✓
After Hours Support*	✗	✓	✓
SLAs	None / Best Effort	Negotiated	Negotiated
Monthly Budget Reporting	✗	✓	✓
Deployment of Standard Health Monitoring System	✗	✓	✓
Unused Hrs Rollover**	✗	✗	✓
National/Regional Public Holiday Support*	✗	✗	✓
Scheduled System Health Review	✗	✗	✓
Half Yearly System Clean-Up Review	✗	✗	✓
Dedicated Service Engineer	✗	✗	✓

*P1 and P2 only
**Monthly Uncapped, IntraContract Capped

BRONZE Ad Hoc   **SILVER** Business Day   **GOLD** Critical Systems

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ENGINEERING SERVICES

Boost your engineering and operational efficiency with GTS Group's wide range of engineering services, covering system maintenance, minor projects, and consulting services. With our expertise and results-driven approach, GTS is your trusted partner in engineering excellence.

MAINTENANCE

Task and Change Management

Software Updates

System Health Monitoring

Backup and Recovery Validation

System Status Reporting

Historian, Integration, and Reporting Enhancements

MINOR PROJECTS

Project Management

Systems and Integration Design

Software Development

Implementation and Configuration

Testing

Documentation

User and Technical Training

CONSULTING

Planning

Business and Feasibility Analysis

Requirements Definition

Systems and Integration Audits

System Architecture

Technical Processes and Procedures

AN AGILE APPROACH

GTS Global Support provides an agile approach for our customers as we allow the hours allocated for services and support to be consumed on an ad hoc basis over the term of the agreement. This allows you the customer to have the flexibility to consume these hours as needed whether it be for support or engineering services.

APPLICATION MANAGED SERVICE

In response to a growing need for dedicated and reliable in-house IT support, GTS is extending its Global Support to provide an Application Managed Service (AMS) centred around real-time system applications. Designed for those with a long-term strategic objective, the AMS takes complete care of the day-to-day management of your nominated real-time system applications. Focus on your core operational and business activities while a trusted senior resource maintains and optimises your real-time operational systems.

In order to provide top quality services and customer experience, the AMS has been designed to support 6 key areas within its framework:

1. **Strategy**   2. **Governance**   3. **Organisation**   4. **Process**   5. **Technology**   6. **Innovation**

The AMS is a comprehensive package, addressing immediate needs and creating long-term benefits.

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