

Serving You 24 x 7

Yes



87% of reported faults are fixed by the person who answers your call.

Optus Uecomm Network Operations Centre ("NOC") is not a call centre. When you contact our Service Desk, you'll be speaking with an experienced team member who has strong technical and engineering expertise. This means we can get started solving the problem immediately, and you can get back to business.

Our aim is to provide exceptional customer service and value through best practice in IT Service Management (ITSM) closely aligned to the ITIL framework. ITIL is the most widely adopted approach for ITSM in the world, providing a practical, no-nonsense framework for identifying, planning, delivering and supporting IT services to businesses

Because Optus owns and operates the Uecomm network, we control all the activities which take place within it. Our Change Management process ensures only authorised work is allowed and we know where, why and who is working, when they start and when they finish. What this means for your organisation is we proactively prevent unnecessary disruptions to your service.

Service and support

- Single contact point
- Simple escalation capability
- Service restoration
- Customer communication
- Service Level Management including Service Level Agreements (SLAs)
- Risk management process
- Service operations – Service Request, Event, Incident and Problem Management processes
- Change Management processes and outage co-ordination
- 24 x 7 x 365 operations, service management and assurance

- Customer reporting including incident reports and monthly reports
- DNS and BGP transition, support and assurance
- Proactive performance analysis to maintain quality
- Use of standardised processes and procedures for efficient and effective service management
- Ensuring customer value through Continual Service Improvement (CSI) processes

Proactive network management

The NOC is equipped with an extensive range of network monitoring, diagnostic and management tools. These tools assist in rapid detection, identification and resolution of network disruptions, including logical, physical or software issues, enabling in depth monitoring of all technology platforms.

One stop shop

We know our customers and their networks intimately. This is because our experienced engineers regularly play an integral role in service design and transition for our customers. The structure of our network support and maintenance process is designed to give you peace of mind 24 x 7.

Incident escalation is closely managed according to the following criteria:**Level 3**

Our Technical Specialists are a team of specialists who know our network intimately and understand the services used by your organisation. As recognised technology leaders, the Technical Specialist Team shares strong relationships with our network equipment suppliers, allowing for advanced vendor support when required. These specialists can be called upon at any hour in the event of a serious network issue, so you can rest assured that your services are in safe hands.

**Level 2**

Our highly skilled Senior Network Engineers specialise in the technologies and platforms that Uecomm provides. They are available to resolve deeper network or customer problems, performance degradation and service recovery 24 x 7. This highly capable team acts as the escalation point for the Network Engineers.

**Level 1**

The NOC has Network Engineers offering the first level of contact and support 24 x 7 to customers for all Network Services. Our Network Engineers have a renowned record of resolving incidents quickly to minimise impact to our customers' businesses. There are no scripted questions, no call centre mentality, just plenty of first-rate, solid technical know-how.