



ONOTIO

Technology Support Service.

Service Desk key facts.

At a glance.

ONOTIO offers industry leading technology support to observe complex application infrastructures and better align IT with business goals.

Key benefits:

- 24/7 Service Desk support.
- Single-number service.
- Seamless integration.
- Experienced and qualified support staff.
- Best-in-class infrastructure.
- Call resolution in under two hours.

ONOTIO blend IT strategy with business know-how to provide increased visibility, improved reporting and enhanced analytics, while eliminating lengthy and repetitive processes.

Our extensive expertise, industry partnerships and commitment to best practice ensure the effective deployment and integration of leading observability solutions – all designed to support and enhance Business, Development and Operations functions. Most importantly, the insight we enable helps our customers to better align application infrastructure with business outcomes.

All of this expertise can be accessed through our 24/7 Service Desk. This document outlines the key facts and Service Level Agreements (SLA's) ONOTIO customers can expect.

The ONOTIO Service Desk

ONOTIO's Service Desk provides customers with a single-point-of-contact (SPOC) for application observability troubleshooting and issue-resolution. Built on world class infrastructure and powered by industry leading ServiceNow software, it's manned by expert technicians to deliver the best response times and highest quality experience. The Service Desk can be accessed via telephone, email, customised online portal, or seamlessly integrated into a customer's existing service desk environment.

Expert support, 24/7

Our Service Desk is manned 24/7 and we have taken every step to ensure maximum continuity for the systems we use to deliver the service.

Calls that cannot be resolved remotely will be directed to on-site support teams for extended investigation and will be monitored until successful resolution.

Service Desk features

The Service Desk offers extensive capabilities including:

- Live Call Recording
- Visible Voicemail
- Social Media Support
- Conference Drag & Drop
- Call History Callback
- Directory Access

Continuous improvement

Alongside people and technology, our purpose-built processes help manage ongoing service quality and performance to ensure the Service Desk genuinely acts as a single, effective point of escalation for our customers.

SLA and OLA targets are continually monitored, and all calls are subjected to root-cause analysis with a view to reducing future interruptions.

Analysis of frequently recurring calls also contributes to ongoing systems development and quality control.

Reporting

Reporting takes the form of instant dashboards, end-of-day reports, weekly notifications and monthly activity reports.

Monthly evaluation meetings are organized following monthly activity reports, from which clear and impactful action plans are then created.

SLAs

Incoming tickets are triaged according to the substance and severity of the issue. Once a call reaches the Service Desk, remote access or on-site intervention will be directed by the support technicians within the following scope.

SLA	KPI explanation	Target duration
Call Recording	Recording all incoming calls on the Service Desk.	100% of incoming requests should be converted into calls and recorded.
Call Forwarding	Calls directed by the Service Desk.	95% of the calls transferred to other groups by the Service Desk should be directed to the right team at the first transfer.
System Monitoring	Timely resolution of notifications.	95% of incoming notifications should be resolved before the response time elapses.
Call Response Time	Response time to incoming calls.	Level 1 (ONOTIO Service Desk): 2 Hours Level 2 (ONOTIO Support Team): 4 Hours Level 3 (Manufacturer/Vendor Support Team(s)): 12 Hours
Reporting	Operation Reporting.	Monthly review meetings and regular operational status reports.

About ONOTIO.

ONOTIO believes that a cloud native foundation is critical to creating better digital experiences and improved business outcomes. We guide how you deploy, secure and operate apps to unlock these benefits. Our business expertise, technical mastery and technology ecosystem reduces risk, accelerates change, and maximises value creation when transitioning to a cloud native IT operating model.

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Locations
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