

# IMS Delivery Framework

*Integ Support commits to provide customers with responsive, reliable and conclusive support outcomes for their communication and networking solutions, taking ownership of support issues and providing timely and open communication during the incident lifecycle.*

**1300 365 001 / support@integ.net.au**

## Service Desk

*Based on ITIL methodologies, iService provides a single point of contact for service and support*

### Change Management

*Ensure standardised methods and procedures are used for the handling of system changes*

### Incident Management

*Restore normal service as quickly as possible with minimal disruption to customer organisation*

### Service Level Management

*Maintain service quality through monitoring, reviewing and reporting on service delivery*

### Service Requests

*Provide solution administration task on behalf of the customer, includes Moves, Adds and Changes*

### Problem Management

*Determine underlying causes of an incident, resolve and prevent future incidents*

## Configuration Management

*Identify, control, maintain and verify the versions of configuration items*

# IMS Portfolio

## Communication and Networking Solutions

### iTaas

*On demand IP telephony hosted in a secure data centre*

### iManage

*Service delivery management options ensuring quality outcomes*

### iService

*24x7 ITIL service desk*

### iMonitor

*24x7 alarm monitoring*

### iMaintain

*Maintenance services*

### iPrevent

*Scheduled preventative services*

### iReact

*Time & materials services*

### iReport

*Performance reporting*

### iResource

*Onsite specialist resources - short or long term*

## Professional Services