

# SERVICE DELIVERY

Managing progress every step  
of the way



PPCM Support service customers gain access to our service delivery management team. In addition to ensuring that your chosen services are managed efficiently, our service delivery team will arrange quarterly service review meetings and provide you with quarterly reports on your infrastructure and service status.

Furthermore, our service delivery team provide a direct path of escalation and we have been commended by award for our excellent management of customer service issues.

## QUARTERLY SERVICE REPORTS

The purpose of the quarterly service report is to outline your network's overall status and give indications to the network's health. With the reports, we offer recommendations to maintain and improve your network health through routine fixes and regular maintenance.

The contents of the quarterly service report will always depend upon the devices on your network, the size of your network and your individual requirements. It is expected however, that all quarterly service reports will include a range of the following:

- Management summary
- Application access review
- System status overview
- Remote monitoring & engineering review
- Helpdesk request log
- Device performance monitoring report
- Component update recommendations
- Overall recommendations

## QUARTERLY SERVICE REVIEW MEETINGS

In addition to a quarterly service report, qualifying customers will receive one-to-one service review meetings where they will have the opportunity to work through the report with their service delivery manager and highlight any areas of interest or concern.

Customers will have also the opportunity to discuss underlying issues with their service delivery manager which, in-turn, will be fed back to the network operations centre for review. This process also gives the service delivery manager the chance to determine if outstanding cases can be closed and check that SLAs were successfully met.

Finally, the service review meeting will ensure that both parties feel confident moving forward and that there is a good platform for the annual service review.