

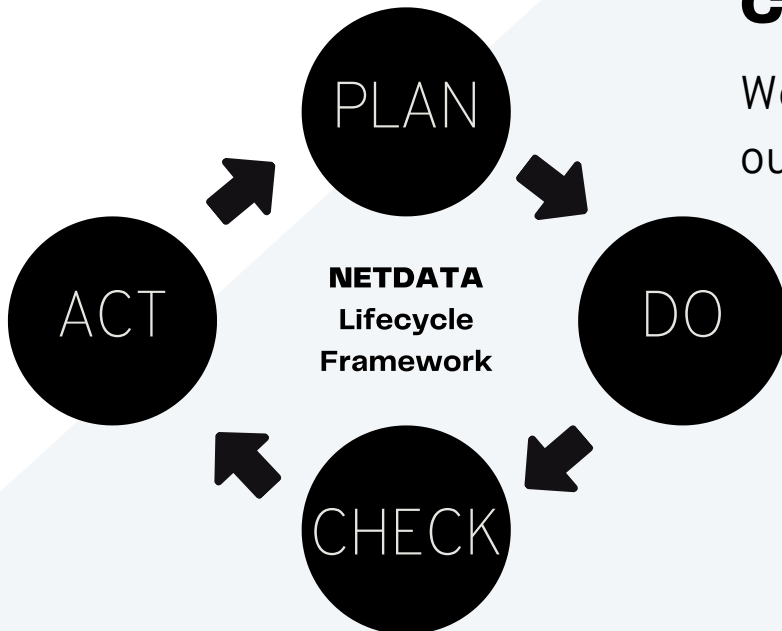
# NETDATA MANAGED SERVICES

*FOCUS ON CORE BUSINESS AND CONSERVE CAPITAL BUDGET*



# Why Netdata?

NETDATA helps companies to identify their purposes, to bring value creation in technology based on data. We use a standardization framework to provide services and solutions.



## **PLAN**

We start with why or customer purpose. This sections we do assessment and requirements of project as customer goals.

## **CHECK**

We do review and approval of our solutions

## **DO**

These are things that make design and solution and deployment strategy

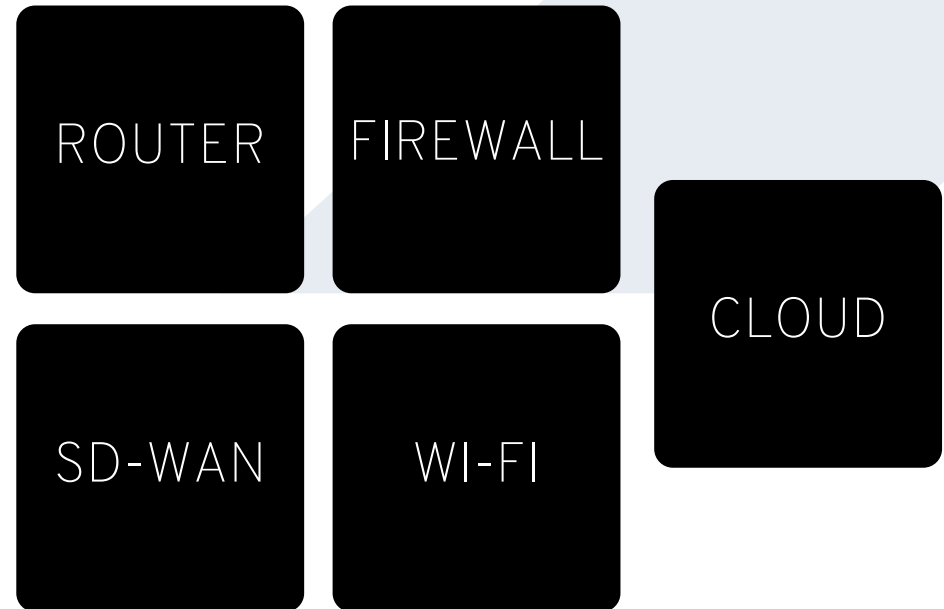
## **ACT**

Implement Operation and Optimize



# Why using Managed Services?

- » As IT responsibilities increase, it becomes increasingly difficult for employees to focus on their primary job tasks. Netdata Managed Services can help an organization to stay focused on revenue generating activities and innovation.
- » The majority of MSPs operate on a subscription-based model, where clients pay monthly fees for services to conserve capital budget and reducing your TCO (Total Cost of Ownership)



# How Strategy Operation Managed Services?

» IT Service Management (ITSM)

IT Service Management

Service Desk

Service Catalogue

Asset and  
Database  
Management

Incident  
Management

Problem  
Management

Service SLA  
Management

Process  
Management

Change  
Management

# IT Service Management (ITSM)

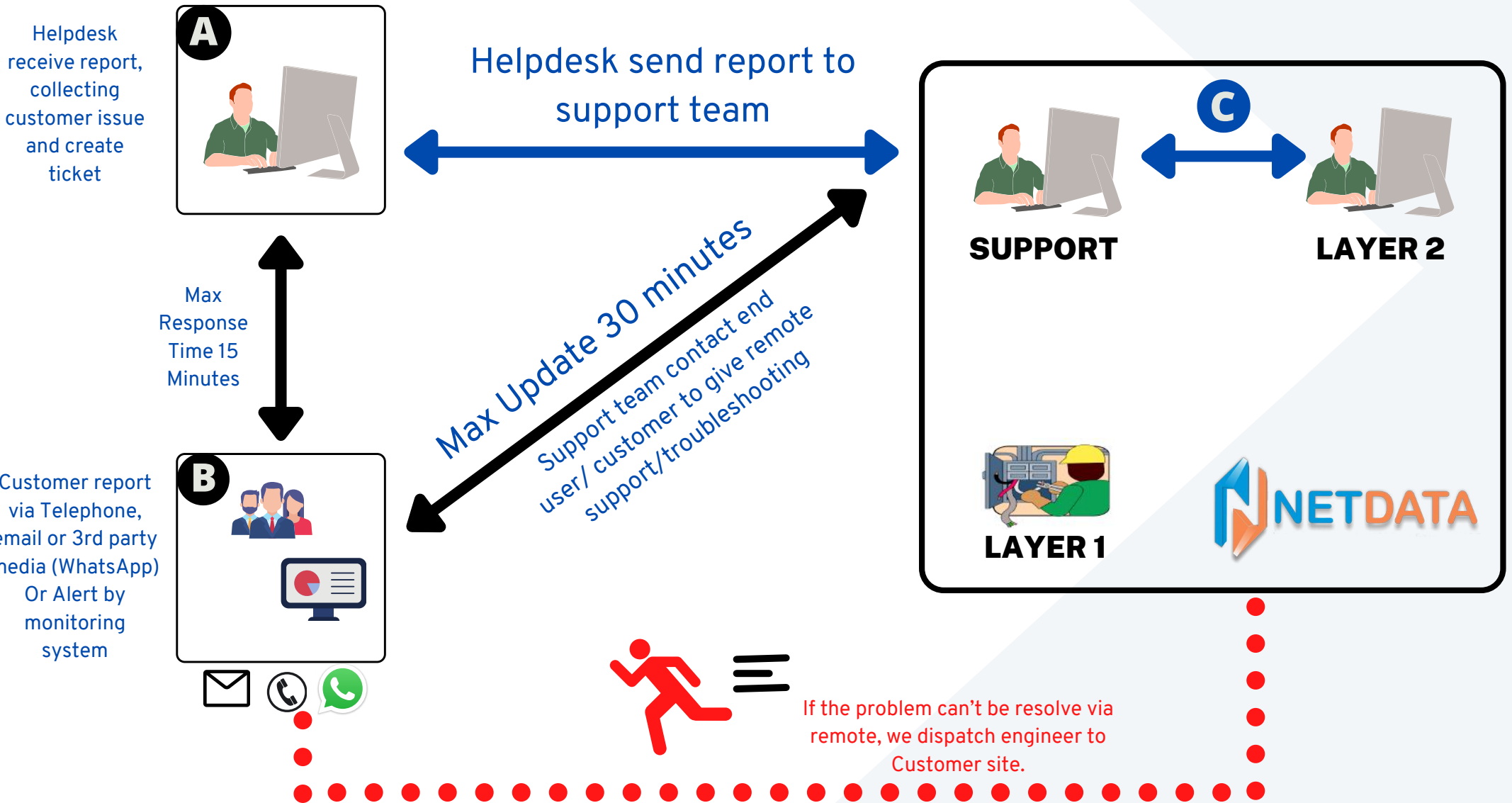
Process & Function		Outline
Service Desk	1. Reception of Incident inquiry (24h/ 365day)	Netdata receive inquiries isolate the incident and report to customer and end user as a first contact point.
	2. Reception of service request (Business Hour)	Netdata accepts an application form of service request from customer and handle it. (Service menu is pre-defined)
	3. System Monitoring	Netdata monitors alive, resources, status and logs of monitored devices.
Service Catalogue		Netdata maintains a service catalogue that contains all services that Netdata delivers to customers
Asset and Database Management		Netdata maintains a centralize repository for all your information about hardware and software assets.
Change Management		Recording history of system changes according to service request from customer.
Incident Management		Netdata isolates outage, dispatch engineers, implements something & manage progress of status to recover from outage.
Problem Management		Netdata investigates to determine the root cause and make a countermeasure.
Service SLA Level Management		Netdata sets items of KPI and criteria of management.
Process Management		Netdata performs regular reviews of the IT processes to detect improvements potentials in terms of process quality.

# What are Netdata key features?

- » We are offering 2 level of support service; Standard 8x5 Next Business Days and Premium 24x7.
- » Maximum 15 minutes respond time
- » Supported by Expert and Certified engineer
- » Backup unit with the same or equivalent hardware capabilities
- » Phone/ remote Support
- » Optional onsite service
- » Monitoring & Analytic Tools



# Customer Flow Report



# Priority/ Severity Level

Level	Definition
1 – Critical	Operation or Existing network is down and unable to perform all of its primary operation or there is a critical impact to the user’s business operation. Netdata shall committed full time resources to resolve the situation and will work on it 24 hours round the clock to resolve the situation.
2 – Major	Operation or Existing network is severely degraded or significant aspects of the End User’s business operation are being negatively impacted by unacceptable network performance. Netdata shall committed full time resources during Standard Business Hours to resolve the situation.
3 – Minor	Operational performance of the network is impaired while most business operations remain functional. Netdata is willing to commit resources during Standard Business Hours to restore service to satisfactory levels.
4 – Low	Information or assistance is required on product capabilities, installation or configuration. There is clearly little or no impact to the End User’s business operation. Netdata is willing to provide resourcing during Standard Business Hours to provide information or assistance as requested.



# Escalation Procedure

Time Elapsed	Low/ Minor	Major	Critical
1 Hours	Helpdesk	Support Team	Support Leader
4 Hours	Support Team	Support Leader	Service Manager
24 Hours	Support Leader	Service Manager	Division Manager
48 Hours	Service Manager	Division Manager	CEO
72 Hours	Division Manager	CEO	
96 Hours	CEO		



**THANK YOU**