



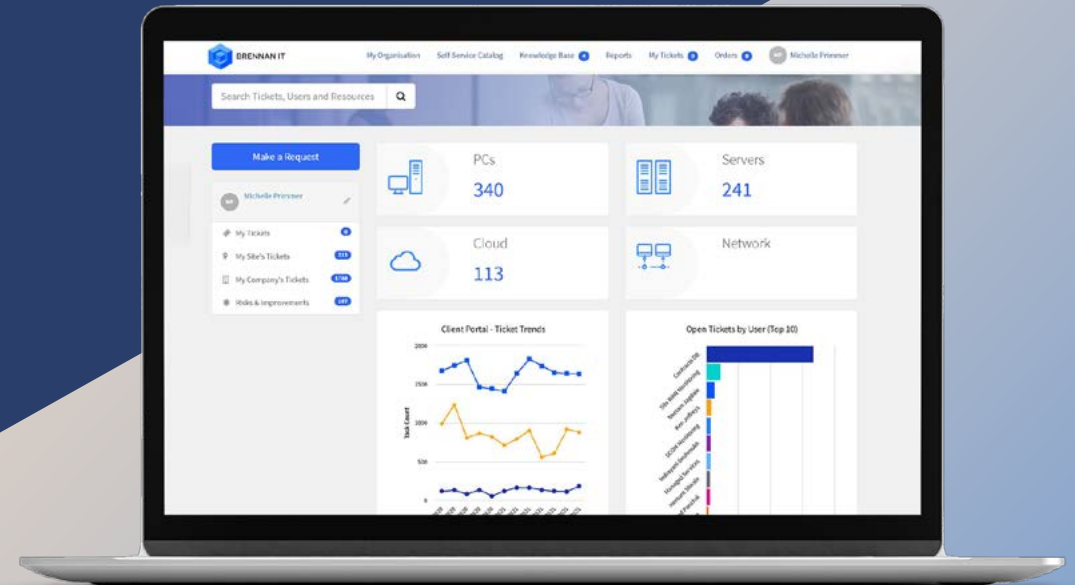
BRENNAN

People first – secure always

LET'S CONNECT

A guide on how we are available to support your needs.

In this handbook you will find the primary information that you'll need as a Brennan customer.

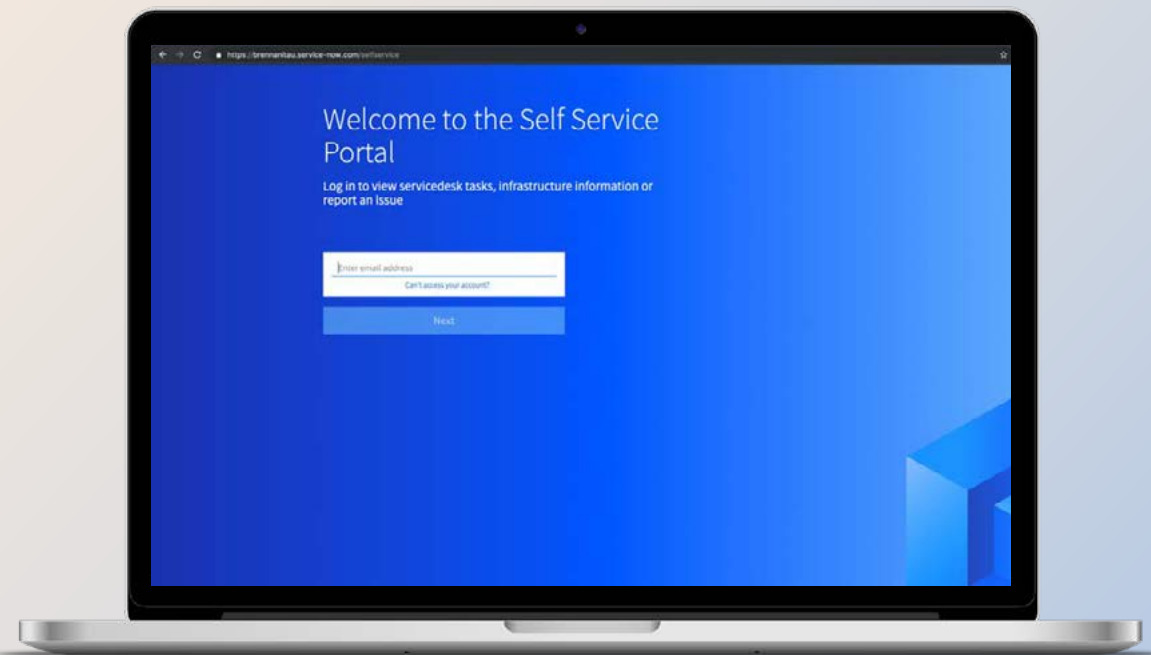


YOUR BRENNAN

SELF SERVICE PORTAL

The Self Service Portal is your first point of reference for all of your support needs. You can use it to:

- Log and manage all your tickets.
- Automatically create new users.
- View all of your Brennan managed assets and services in real-time.
- Reset your password with self-serve SMS.
- Track Service Level Agreement (SLA) and Net Promoter Score (NPS) performance in real time.
- View your patching and backup statuses live.
- Upgrade virtual machines directly from the portal.
- Have complete visibility over your network and devices, with the real-time management, monitoring and charting platform.



Login to the Self Service Portal
brennanitau.service-now.com/selfservice

YOUR BRENNAN SUPPORT TEAM



SERVICE DESK

- First point of contact for technical support, available 24/7/365.
- Certified IT engineers, aiming to resolve most calls the first time.
- Access an extensive knowledge base and pool of a wide variety of technical expertise.



ACCOUNT MANAGER

- First point of contact for general enquiries, pricing, billing and support.
- Connects you to a team of pre and post-sales technical resources.
- Works with you to develop strategic business solutions and provide ongoing technology education.

WHEN YOU NEED IT SUPPORT

CREATING A TICKET

- Log a ticket on the Self Service Portal (you can manage everything directly from here) or or email Service.Desk@brennanit.com.au.
If it's a High priority request,
- Call the Service Desk
1300 766 661
0800 500 230 (within New Zealand)
+612 8075 8510 (international)
- We will work with you to define the priority level of your incident or request.
- You will receive email alerts on the status of your ticket.

SETTING YOUR TICKET PRIORITY

		URGENCY		
		HIGH	MEDIUM	LOW
INCIDENT		Service needs to be restored ASAP	Service affected, can be tolerated for short time	Impacted services are not time sensitive
	IMPACT	Large: Multiple/major services impacted	CRITICAL	HIGH
	Medium: Reduced service or non-critical service affected	HIGH	MEDIUM	MEDIUM
	Low: Single user or workaround in place	MEDIUM	MEDIUM	LOW

RESOLUTION TARGETS FOR SERVICE REQUESTS

SERVICE REQUEST	Location Performed	Response Target	Update Target	Resolution Target
Simple Catalogue**	Remote	60 seconds*	N/A	First call resolution (100%)**
Simple	Remote	30 minutes	4 business hours	4 business hours
Medium	Remote or on-Site	30 minutes	1 business day	3 business days
Complex	Remote or on-Site	30 minutes	Set due date 2 business days Ongoing updates 5 business days	Dynamic target as defined by due date above

RESOLUTION TARGETS FOR INCIDENTS

PRIORITY LEVEL	Response Commitment	Update Target	Resolution Target
Critical	30 minutes	Hourly	4 hours
High	30 minutes	2 hours	8 hours
Medium	30 minutes	1 business day	3 business days
Low	30 minutes	2 business days	5 business days

*Grade of Service (GoS) Target of 90% in 60 secs
** Catalogue items agreed through Transition/Onboarding

IF YOU NEED EXTRA SUPPORT



IF YOU HAVE A MAJOR INCIDENT

If you believe your IT issue requires critical help or is affecting your wider team, you can report the ticket to initiate the Major Incident Management (MIM) process. Team who will treat the issue as an emergency. To report a MIM:

- Call Brennan on 1300 766 661 and declare the Major Incident
- The Service Desk will engage the Major Incident Management (MIM) team to begin the emergency process, which involves relevant Brennan teams analyzing the incident, as well as management staff coordinating communications. You will receive regular updates on the progress of the issue.
- Following the resolution of the major incident, upon request the MIM team will initiate a Post-Incident Report and any related Root Cause Analysis.

Note: MIM is only to be used for Critical or High issues, not available for residential grade services

IF YOU WANT TO EXPEDITE OR ESCALATE A NON-EMERGENCY TICKET

If your service levels fall short of your expectations, we want to know about it so we can address the issue promptly.

- To expedite or escalate an existing ticket, please either Call Brennan at 1300 766 661 or email escalations@brennanit.com.au.
- The Duty Manager will be involved to expedite the escalation process and oversee the ticket with a heightened focus and urgency, collaborating with internal teams to ensure an exceptional outcome.

Note: The Duty Manager function is available only during Australian business hours. Any escalations or expedite requests received after hours will be addressed at the start of the next business hour.

PROVISIONING, PROCESSING AND IMPROVING



Service Provisioning Process

At the start of the provisioning process, our Service Delivery Team will contact you to confirm the technical order details and manage delivery, testing and Project Handover.

Project Management

For larger and more technically complex projects, a Project Manager will be assigned to collaborate with the Service Delivery Team for comprehensive end-to-end provisioning management.

Billing Process

Your billing details are specified in your contract. If you have billing-related questions, please reach out to your Account Manager.

Cancellation Process / Service Termination and Cancellation / Requesting Service

To enquire about or confirm service cancellations, please email us at:
cancellations@brennanit.com.au

Performance & Maintenance

To continually enhance and expand our core IT capabilities, we carry out regular upgrades and maintenance. Our team will perform maintenance work on Tuesdays and Thursdays between 9.00 pm and 11.00 pm. (AET) If there is an emergency need to initiate work outside of these hours, every effort will be made to minimize disruption during core service hours. If your services are expected to be impacted, you will receive advance notification.

Service Outages

Unfortunately, unexpected faults can occasionally impact you. In such cases, we will notify nominated contacts through SMS and/or email. Following such incidents, we can provide incident reports that detail major breaches of your SLA, including an explanation of the issue, how it was resolved, and any necessary actions to prevent recurrence

FEEDBACK

We prioritize close collaboration with our clients to promptly address any service issues.

To facilitate this, we have established effective communication channels for you to provide feedback on our performance while working together. Your input is invaluable and enables Brennan to continually enhance the quality of our services.

- 1. Ticket Survey** – When tickets are closed, the client contact will receive a confirmation email with a link to provide feedback on their experience.
- 2. Pulse Survey** - To ensure we continuously gauge your satisfaction with our services, we'll include your organization's primary contact in our quarterly 'Pulse' Survey. You can opt-out at any time, but we greatly value your feedback and will always follow up if you have any concerns.
- 3. Complaints** - If our services still do not meet your expectations, please submit a formal complaint in writing to:
service.complaints@brennanit.com.au.
We commit to addressing all complaints within 10 working days.

Should you plan to conduct works that may impact services provided by Brennan, a ticket should be raised for the affected site(s) with the Brennan Service Desk.

PUTTING PEOPLE AT THE CENTRE

For more than two decades, Brennan's expert team has provided the technical advice and managed IT service solutions needed to enable Australian business, Government and enterprise organisations, and their people and customers to get on with what matters most to them.

While technology can be a powerful catalyst for business growth, we believe that people – not technology – should be central to everything we do.

Through our “people first – secure always” philosophy, we remove pain from an organisation's IT services and infrastructure and mitigate risks through our collaborative service approach. Underpinned by the world-class ServiceNow platform, we optimise our customer's IT experience and support over 20,000 users.

We are never satisfied with the status quo, which is why our teams are committed to continually improving our service delivery, investing in innovation, automation, and people to ensure we get the best results for our customers every day.

Speak to us today

www.brennanit.com.au

1300 766 661

sayhello@brennanit.com.au

FIND US HERE

