

# Telstra Business Systems Care<sup>®</sup>



Telstra Business Systems (TBS) Care<sup>®</sup> provides expert management and support for your voice communications and infrastructure.

Fast diagnosis of issues and agreed response times are designed to increase the uptime of your systems, improve business operations and enhance user experience. Our management can also reduce complexity and costs, while providing greater financial and reporting transparency.

The service provides support remotely and on-site across Australia, and works across multiple access technologies, sites and vendor platforms.

We can tailor your services to accommodate business growth or market change, and can help you plan, deploy and manage emerging technologies.

TBS Care<sup>®</sup> is underpinned by advanced tools and multi-vendor accredited technical staff, consistent processes aligned to IT Infrastructure library (ITIL) and continuous service improvement. It is delivered to agreed service levels with the convenience of a single point of contact and accountability.

Highly flexible, TBS Care<sup>®</sup> offers a choice of:

- A standard plan where your business is supported via the Telstra Service Desk providing remote diagnosis and resolution as well as on-site support across Australia.
- Select add-ons to your TBS Care<sup>®</sup> plan allows you to choose enhanced services to suit your business needs.

## Choice of packages and options

Features	Benefits
<b>Agreed Service Levels</b> <ul style="list-style-type: none"> <li>• Provides agreed response targets to suit your site requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• You can be confident that issues will be given the priority you require.</li> </ul>
<b>Priority Incident Management</b> <ul style="list-style-type: none"> <li>• Can be triggered from incidents raised reactively or proactively.</li> <li>• Can be done remotely or on-site.</li> <li>• Aligned with ITIL processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Helps to minimise any impact on your business</li> </ul>
<b>Replacement Parts</b> <ul style="list-style-type: none"> <li>• Includes any hardware covered under your agreement as well as software patches, updates and bug fixes.</li> </ul>	<ul style="list-style-type: none"> <li>• Keeps your systems current and ensures rapid hardware replacement Australia-wide.</li> </ul>
<b>Service Labour</b> <ul style="list-style-type: none"> <li>• Provided remotely or on-site.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides highly trained and multi-vendor accredited technicians to diagnose and rectify problems quickly.</li> <li>• Remote only service labour option available as cost-effective alternative to on-site visits.</li> </ul>
<b>Performance Reporting</b> <ul style="list-style-type: none"> <li>• Monthly performance reports are emailed to your contact of choice.</li> </ul>	<ul style="list-style-type: none"> <li>• Enables you to gain an overview of the productivity of your systems.</li> </ul>
<b>Problem Management</b> <ul style="list-style-type: none"> <li>• Identifies and resolves the root cause of incidents.</li> </ul>	<ul style="list-style-type: none"> <li>• Aims to minimise the impact of incidents and helps to prevent their recurrence.</li> </ul>
<b>Change Management</b> <ul style="list-style-type: none"> <li>• Uses standardised procedures for efficient handling of all changes.</li> </ul>	<ul style="list-style-type: none"> <li>• Helps to ensure change requests are assessed for risk and implemented with minimal disruption to business operations.</li> </ul>

## Add-ons

Add-on	Benefits
<b>Back Up Services</b> <ul style="list-style-type: none"> <li>Scheduled backups of your system data stored onsite, offsite, or in the cloud.</li> </ul>	<ul style="list-style-type: none"> <li>Helps prevent data loss through fast restoration of critical programming information.</li> </ul>
<b>Onsite resources</b> <ul style="list-style-type: none"> <li>Experienced staff from network and operations managers to technicians can be situated on your premises.</li> <li>Staff are available full time or for a set number of days per week or month.</li> </ul>	<ul style="list-style-type: none"> <li>Offers greater service assurance with resources that understand your specific operational needs.</li> </ul>
<b>Service Delivery Manager</b> <ul style="list-style-type: none"> <li>Provides a dedicated resource that proactively manages service delivery including problem management, performance reviews, supplier management and contract governance.</li> </ul>	<ul style="list-style-type: none"> <li>Delivers skills that may not be available in-house and can reduce the burden on your internal staff.</li> </ul>
<b>Enhanced Performance Reporting</b> <ul style="list-style-type: none"> <li>Provides customised reports.</li> </ul>	<ul style="list-style-type: none"> <li>Tailors reports to suit your business requirements such as more frequent reports, inclusion of fault data and more detailed system reporting.</li> </ul>
<b>Availability Management</b> <ul style="list-style-type: none"> <li>Prioritises services for your critical infrastructure including voice and data networks.</li> </ul>	<ul style="list-style-type: none"> <li>Helps to improve service continuity and disaster recovery.</li> </ul>
<b>Capacity Management</b> <ul style="list-style-type: none"> <li>Matches voice infrastructure capacity with your business demands.</li> </ul>	<ul style="list-style-type: none"> <li>Assists to minimise potential disruptions from capacity failures and to plan for sufficient capacity for future requirements.</li> </ul>
<b>Configuration Management</b> <ul style="list-style-type: none"> <li>Provides a fully managed configuration process including notifications.</li> </ul>	<ul style="list-style-type: none"> <li>Simplifies management through one point of contact for suppliers and vendors.</li> </ul>
<b>Battery Maintenance (Power Manager)</b> <ul style="list-style-type: none"> <li>Manages the battery backup process including vendor management.</li> </ul>	<ul style="list-style-type: none"> <li>Helps to prevent battery failures impacting operations.</li> </ul>
<b>System Monitoring</b> <ul style="list-style-type: none"> <li>Proactively captures and prioritises alarms from your equipment.</li> </ul>	<ul style="list-style-type: none"> <li>Helps to enable rapid response to issues ranked according to their importance.</li> </ul>
<b>Information Security Management</b> <ul style="list-style-type: none"> <li>Manages system security such as restricting access, disabling dial-through, changing default passwords and more.</li> </ul>	<ul style="list-style-type: none"> <li>Helps to ensure the privacy and integrity of your critical data.</li> </ul>
<b>Preventative Maintenance</b> <ul style="list-style-type: none"> <li>Basic check of power, battery, equipment and your environment; scheduled according to your needs</li> </ul>	<ul style="list-style-type: none"> <li>Helps to proactively assess and prevent systems failure.</li> </ul>

Please note: The availability of add-ons with the standard plan will depend on your system type and location. Additional charges may apply for add-ons.

### Pay as You Go

Provided as fee for service if you prefer not to have a contract term.

### About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Next G® network.

To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

### Things you need to know

Some services may be provided by an accredited Telstra partner.

 [contact your Telstra account executive](#)

 [call 1300 telstra](tel:1300telstra)

 [telstra.com/enterprise](https://telstra.com/enterprise)

