



MAINTENANCE OVERVIEW

Mustek Service Desk

Description

The Mustek Service Desk provides a Single Point of Contact for our clients, and can manage a Request for Service, against the SLA, from incident logging until successful resolution of the incident. The Service Desk is aligned to ITIL processes.

The Mustek Service Desk can be customised to the client's needs, with the SLA criteria entered and the identification of any mission critical and business critical sites, with automatic triggering of the escalation processes in the on-site Service Manager wherever there is the potential for any SLA violations. The Service Desk performs all ITIL Service Desk functions, including monitoring of incidents, reporting, resource utilisation, escalation, boot stock, spare parts holdings, and route planning.

Where SLA's may be in danger of being violated, an agreed Escalation Process is configured into the Service Desk to alert Mustek management & the Client's helpdesk. This Process ensures that the relevant Mustek management, together with the on-site Service Manager, are informed of any issues prompting them to provide additional support, ensuring that the incident is resolved timeously. Any escalation steps followed will be communicated to Client's helpdesk and SLA manager. If required, it is also communicated to Client according to the Client's needs and hierarchical structure.



Call Process Steps:

- **Step 1:** Client / User Logs a Request for Service onto the Mustek Service Desk.
- **Step 2:** Mustek Receives a Request for Service (RFS) and will validate against the Mustek Validation Asset Database.
- **Step 3:** Assigning to an Engineer via PDA.
- The Regional Service Desk Agent will assign the call to an available and suitably qualified Engineer.

- **Step 4:** The engineer telephones the User for possible resolution.
- **Step 5:** If no resolution is reached telephonically, the engineer conducts an on-site visit.
- **Step 6:** The engineer closest to the Request for Service updates the PDA with the resolution e.g., action taken, parts replaced and new serial number, loan equipment issued.
- **Step 7:** The Engineer updates the Request for Service status on Mustek Service Desk via PDA via GSM network.
- **Step 8:** The Client asset base / register is updated automatically via an electronic link.
- **Step 9:** The Client Asset Database will be updated by the Mustek Asset Database team onsite.

Viewing of Call Status:

The status of a call can be viewed by the Client by logging onto the Mustek customer portal and entering the reference number, where the call information, resolution and escalation information will be available to view.

User Satisfaction Surveys:

Apart from the User being prompted to take part in a service delivery survey on the Engineers' PDA on physical sign-off, we also randomly select calls to query Users on their perception of our service delivery.

The results of these surveys will be reported on every month and discussed during the SLA meetings to ensure that Mustek is meeting the customer's expectations and to discuss any service improvement plans with customer should a need arise. The results of these surveys can be made available electronically to the Client, if required.

This information also provides us with a basis for continuous service delivery improvement.

In the case where no electronic link is available to log the necessary calls, calls can also be captured manually. In such cases a WhatsApp will be sent to Client as proof that the call was received and dealt with. These calls will receive a unique manual number starting at 1 at the beginning of each month, e.g., 1 of 06/20xx.

If a call is logged for any equipment that is used across border, the Engineer who accompanies the functional component will attend to the Request for Service. If no engineer was requested to accompany the functional contingent across the border, the call will be logged and repaired as soon as the equipment enters the RSA as agreed with the end user.

Spares holding:

Mustek will redistribute spare parts holding to meet the baseline and service category, defined by the Client, to support all equipment installed. This will be done by consulting all relevant OEM Vendors about their equipment MTBF's (Mean Time Between Failures) and historical failure rates – if available.

In addition, Mustek and has signed back-to-back collaboration agreements with the other OEMs and suppliers. In terms of the agreements the OEMs and suppliers are required to carry spare parts and loan equipment.

The management of the spare parts is done by Mustek based on the history spare part requirements.

For more information, please contact us