

Microsoft PLATFORM SUPPORT



THE HARD WAY

THE dsp WAY

FAULT ANALYTICS



1

FAULT ANALYTICS

Proactive monitoring.
Immediate alerting.



RANDOM TICKET SUBMISSIONS

Support requests arrive on a post-it note, or whatever's quickest.
Adhoc requests from developers/ business managers... everyone's request is important!



2

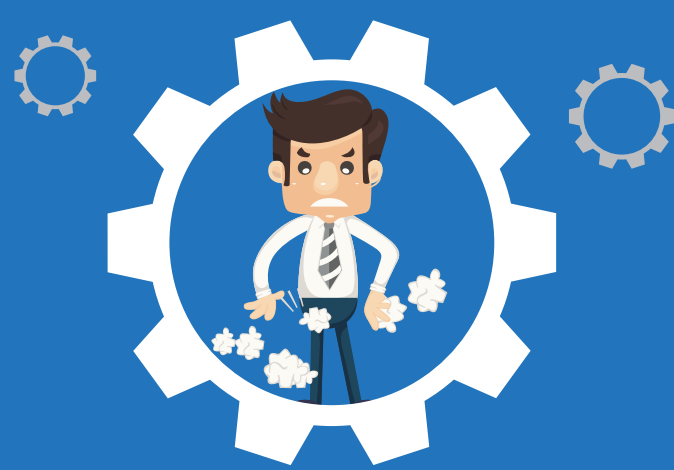
CENTRALISED TICKET MANAGEMENT

Tickets raised automatically: Web/ Email/ Phone. Prioritisation according to business impact.



UNSTRUCTURED TICKET ALLOCATION

Wondering around the office looking for technical folk.



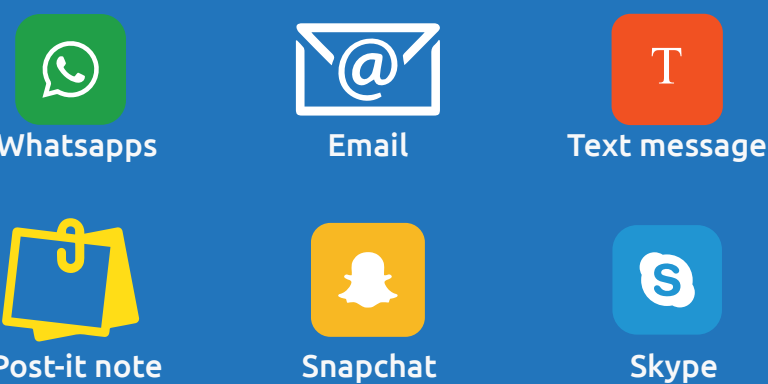
3

AUTOMATED TICKET ROUTING

Seamless helpdesk and DBA integration.

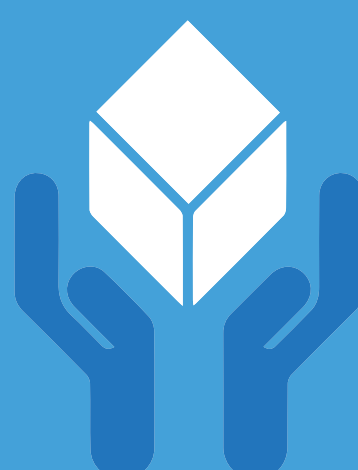


ASSIGN TASKS



4

ASSIGN TASKS



Sophisticated ticket assignment.
Transparency and accountability.

TRACK DOWN THE USER

Can't read the message... who wrote this??



5

ALERT AND RESPONSE

Comprehensive ticket structure = Appropriate and immediate response mechanisms.



REACTIVE SUPPORT

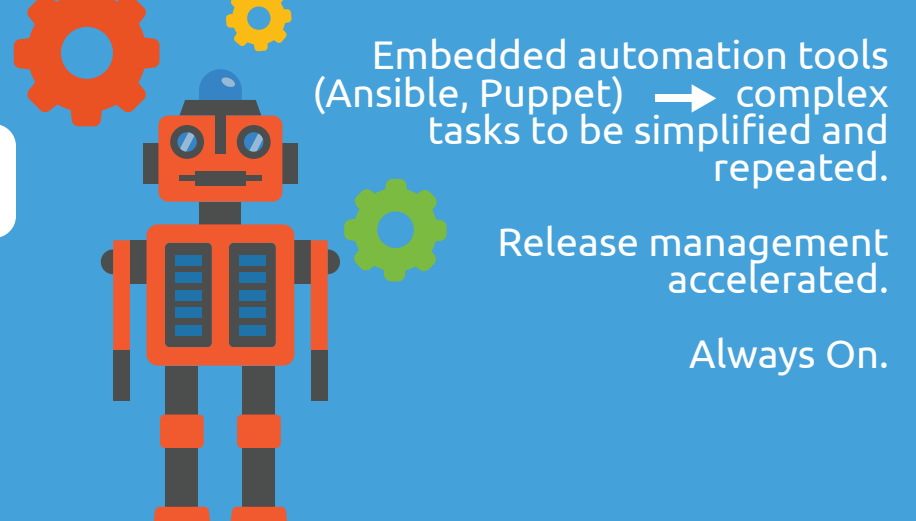
Fire fighting with no real direction.
Holidays and sickness reduce reaction times.



6

AUTOMATION

Embedded automation tools (Ansible, Puppet) → complex tasks to be simplified and repeated.
Release management accelerated.
Always On.



WHO DONE IT??

Peter Plum with the candle stick in the lounge...

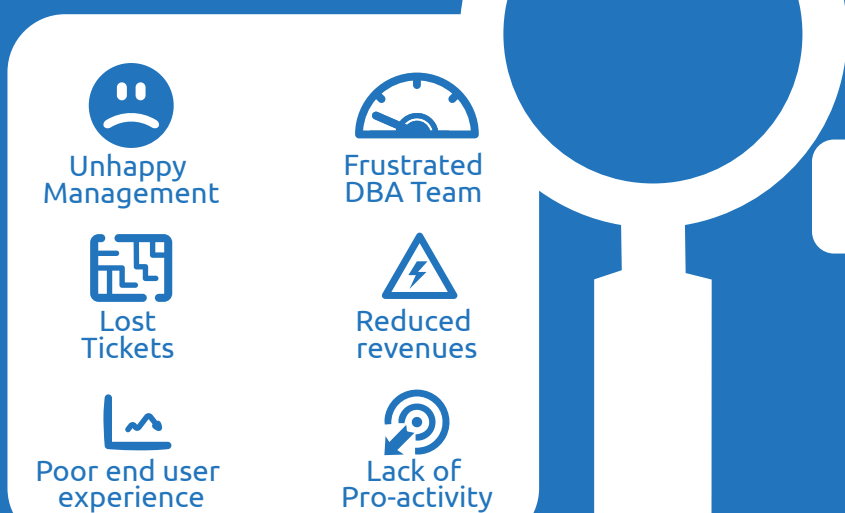


7

MANAGEMENT AND REPORTING



RESULTS



8

RESULTS



COST & REVENUE IMPLICATIONS



9

COST & REVENUE IMPLICATIONS

