



# Business Support

Our **Business Support** division provides pro-active and on-demand service for your information technology and communications, with outstanding reliability, commitment, accountability and capability.

Telephony  
Information Technology  
Carriage  
Infrastructure  
Broadband Solutions  
Business Support



## The division of our business

Technology is deployed to facilitate everything from basic operations, through to key strategic developments. It must be supported by an expert technology partner. Evotec's Business Support portfolio supports your information technology or telecommunications solution with reliability, commitment, accountability and capability.

### PriorITel maintenance agreements

PriorITel maintenance agreements provide business-grade service levels and response, and a dedicated Account Manager. As a PriorITel customer, you will also receive pro-active support and benefits that are designed to ensure your business is optimising its use of technology. PriorITel agreements are available across our Telephony, Information Technology, Infrastructure and Broadband Solutions portfolios, and are tailored to each division.

### Tailored hours of coverage

An organisation's support requirements are influenced by its technology and operations. A hospital's needs differ from those of a standard office environment. The requirements for a mission-critical web server differ from those of a printer. Evotec's PriorITel agreements can be tailored to provide coverage during the hours your business demands: from standard hours of business, through to 24 hours a day, 7 days a week.

## National Customer Service Centre

Evotec's national Customer Service Centre is your gateway to Evotec's technical support. Our trained Customer Service Agents assess your service inquiry and assign the appropriate engineering resource. Our agents are committed to monitoring the progress of your inquiry, ensuring its resolution, and communicating with you during this period.

## National technical Help Desk

Our accredited Engineers operate our national technical Help Desk and are responsible for:

- National remote programming
- National remote diagnostics and resolution
- Provision of high level technical support

The Customer Service Centre will escalate your service requests to and liaise with our Help Desk on your behalf, optimising resolution of your request.

## Field engineering team

Our Engineers provide on-site support for our complete range of solutions. Our core engineering support is provided by our own experts, possessing multi-vendor qualifications and expertise. To complement this, we have selected a national network of skilled support partners, enabling us to offer national coverage and support agreements.



## The technology driving your business

The true value of our Business Support division is that it ensures your technology is available and can be relied upon to drive your business. Whether your technology is responsible for the most routine operations, or is the enabler of strategic business directions, our Business Support portfolio allows it to effectively play its role in your organisation. We offer both proactive and on-demand support to optimise the performance and reliability of your technology. While your business focuses on its own operations and growth, you enjoy the knowledge that our extensive support infrastructure is available when required.

## The partner supporting your business

Our Business Support team members are the key to our success as a technology partner. Our team is carefully selected to provide your organisation with the reliability, commitment, accountability and capability you demand.

**Reliability** – your business can depend on our entire Business Support team to attend to and fulfil your service requirements. From our national Customer Service Centre, through to our PriorITel service priority, you are assured of our reliability and availability.

**Commitment** – our Business Support team members remain committed to their role in the rectification of your issue until its resolution, from our Customer Service Agents, through to our technical Help Desk experts.

**Accountability** – we utilise our own Business Support staff, therefore optimising ownership of and accountability for your service issue.

**Capability** – our staff are trained in their respective areas to ensure your organisation receives expert customer service, account management and technical assistance.

Evotec understands the importance of true technical support. Our Business Support portfolio has been developed, and skilled team members selected, to ensure your technology continues to drive your organisation's growth and development.



# One company. Six divisions. Infinite possibility.



## Telephony

Design and deployment of traditional and IP telephony, with complementary solutions: mobility, CTI, call accounting, messaging and call centre solutions.



## Information Technology

From simple desktop solutions, through to national networks, Evotec provides personal and corporate solutions.



## Carriage

The assessment, design, provisioning and account management of Telstra services, for the optimum combination of voice and data services.



## Infrastructure

The design, supply, deployment and support of structured cabling and electrical services. From simple to complex configurations.



## Broadband Solutions

Access, control, delivery and billing of broadband services for provision of broadband access and efficient billing for usage.



## Business Support

Our national Customer Service Centre, Technical Help Desk and PriorITel maintenance agreements confirm our commitment to supporting your business.

Evolving world. Evolving technologies. [www.evotec.com.au](http://www.evotec.com.au) 1300 133 996



Telephony



Information Technology



Carriage



Infrastructure



Broadband Solutions



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