

NASSTAR

Next Generation Managed Services (NGMS)

Welcome Guide

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1 Welcome to our Next Generation Managed Services

As a valued NGMS customer, we've created an easy-to-read guide which takes you through our processes and how to contact us.

This guide is split up into these sections to help you to easily find the information that you need.

Welcome to NGMS

- Benefits of NGMS Support Model
- Our NGMS support teams

ServiceNow Portal

- Setting up new users with ServiceNow access
- Removal of user access from ServiceNow
- Portal user guide

Ticket management

- Incident management
- Service request management
- Problem management
- Change management

Continuous improvement

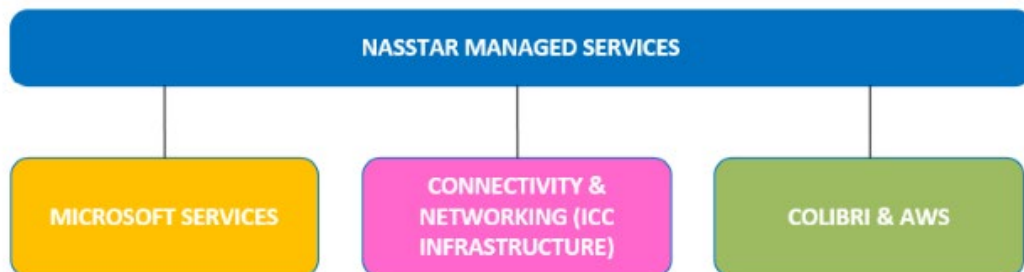
- Net Promoter Score (NPS) Survey
- CSAT survey

Nasstar News

- Monthly Customer Newsletter

2 Our Next Generation Managed Services

At Nasstar, we know that your business is continually evolving, and the traditional managed IT services model typically can't keep up with these needs. Reactive support models just focus on fixing issues as they arise which leads to unnecessary downtime, security risks and outdated technology.



Our Managed Services are structured across three business divisions which specialise in Microsoft services, our best-in-class networking and connectivity technologies and Colibri and AWS.

These divisions are underpinned by our Managed Services Centre of Excellence (CoE), which focuses on best practice and service methodology, continuous improvement, compliance and governance, innovation and AI, and most importantly, customer excellence.

Benefits of NGMS

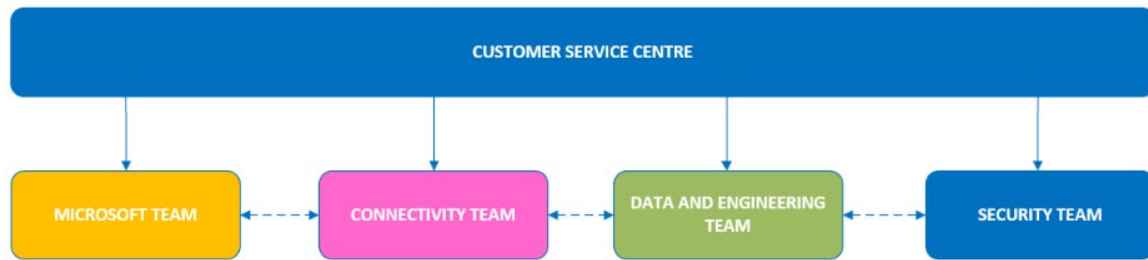
Our Next Generation Managed Services take a proactive approach, continuously optimising your systems to prevent issues before they impact operations. With AI-powered tools and around-the-clock monitoring, we enhance security, boost performance, and provide a solid foundation for innovation and growth.

As your trusted partner and managed service provider, Nasstar eases the burden on your internal teams, enabling them to focus on delivering greater value.

Our NGMS Support Team

Our Next Generation Managed Services are different from the traditional model. Rather than offering you tiered support with a fixed escalation process which can add delays and prevent issues being dealt with quickly, our specialist support functions are built around each of our technology streams so that we can quickly investigate the issue and provide a resolution. Our teams are created using blended expertise, ensuring we always have experts available. The team work closely with our professional services organisation to ensure they are at the forefront in their given technology.

Our support structure is designed to increase efficiency and first-time fixes to speed up resolution and provide a great customer experience.



In addition to incident management, our NGMS support teams provide pro-active support to optimise the services we provide you, which includes cost and security optimisation. Our proactive support coupled with our in-depth knowledge of your business and technical environment enables us to deliver a best-in-class service experience.

3 ServiceNow Portal

The Nasstar ServiceNow Portal is available for you on a 24/7 basis. Here, you can request something you might need, raise an issue if something is broken, find answers to questions and more.

a. ServiceNow Portal Options

As standard, Nasstar will provide you with access to the online ServiceNow portal. You also have the option to have your own Managed ServiceNow Domain Service which contains increased functionality and incurs an additional monthly charge. Nasstar's Managed ServiceNow Domain Service offers a comprehensive suite of features designed to provide a seamless and efficient experience for customers. These can be stand alone or we can ebond with your own version of ServiceNow if required.

For more information about the ServiceNow portal options available, please speak to your Nasstar Customer Success Manager.

b. Accessing the portal

Our shared ServiceNow portal is accessed via the URL: <https://onenasstar.service-now.com/nasstarcsms>

Once enabled, the domain separated instance can be accessed via this link <https://onenasstar.service-now.com/>

c. User Management

As part of customer onboarding, you will have been asked to provide Nasstar with a list of the users that will be required to raise cases, along with their contact details.

In your request, please confirm if users will require visibility of all tickets raised for your account or just those that they've raised. If this setting needs changing for existing users, please raise a case and let us know.

To help us ensure we're sending our communications to the most appropriate person at your organisation, please let us know the best person (or persons) to send communications too, relating to the following:

- Major incident notifications and updates
- Planned works and emergency maintenance
- Managed services information
- Billing information and queries

i. Adding new users

If you have new users that require access to ServiceNow, please raise a case which includes the users name, role, email address and telephone number. Please also let us know if this user should be subscribed to receive specific Nasstar communications.

ii. Removing users

If users have left your organisation or they no longer require access to ServiceNow, please raise a case to let us know so that we can remove their access.

Please note that customers are responsible for managing end user access and informing Nasstar if there are any changes.

d. ServiceNow Portal User Guide

Nasstar have created a detailed [portal user guide](#) which contains information about accessing the portal, creating, viewing and updating cases, our escalations process and the cancellations process.

If you have any questions which aren't covered in this user guide, please contact our Service Desk and raise a request for information.

4 Incident Management Process

The Nasstar ServiceNow portal will also allow you to raise P3 cases. To report a P1 incident or critical incident, please contact the Nasstar Service Desk directly to get assistance quickly.

The [Nasstar ServiceNow Customer Portal](#) Guide details the process for raising incidents including the information required so that we can investigate the issue quickly.

a. Service status page

Nasstar provides up to date service information on any current service issues on the Nasstar service status page <https://ssd.nasstar.com>

The page also provides information of upcoming planned and emergency connectivity maintenance being undertaken our service partners and planned works being undertaken by Nasstar. We will always endeavour to provide as much notice as possible of any planned maintenance being undertaken. Any significant changes to our service or disruption will be communicated here.

Please add this page to your favourites for easy reference.

b. Incident update notifications

In the event of an ongoing service incident, you can subscribe to receive SMS notifications to receive regular updates via our service status page.

5 Service Request Management

Service Request cases are opened for request fulfilment, such as a new starter or leaver request, or if you require information or assistance. Creating the service request case is a similar process to raising an incident.

The [Nasstar ServiceNow Customer Portal](#) Guide details the process for raising service requests including the information required so that we can progress the request quickly.

a. Service Request Approvals

As part of your onboarding into Nasstar or provision of a new service offering, it may be agreed that some service requests require approval from agreed customer stakeholders before fulfilment. For example, if an end user requires access to a system or is requesting additional services that may incur further platform consumption or increase costs.

In these cases, Nasstar will co-ordinate the approval with you to get the necessary authorisation required to fulfil the request.

b. In Life Network Requests for Change

For our network customers, we've created a request for change for in-life services. Creating the Request for Change case is a similar process to raising an incident, but different details are needed.

The steps to raise this type of change are detailed in the [Nasstar ServiceNow Customer Portal](#) Guide. If you have any questions relating to this process or a request for change that has been raised, please contact the Nasstar Service Desk.

c. Requesting new services

We're proud to offer you a wide range of next generation managed services, designed to meet your business needs. If you're interested in learning more about our service portfolio and how we can support your business, please contact your Customer Success Manager or raise a service request in our ServiceNow portal.

6 Escalations Process

There may be times where you feel that Nasstar has not handled an individual case appropriately or it is not progressing how you would have expected. Should this be the situation, you are able to escalate the case through the Customer Portal, which will alert the Escalation Management Team, who will assess the escalation and contact you to discuss the Case further.

The escalation process is easy to follow and is detailed in the [NASSTAR SERVICENOW CUSTOMER PORTAL](#) Guide. If you have any questions relating to this process or an escalation that has been raised, please contact the Nasstar Service Desk.

7 Complaints Procedure

At Nasstar, we value your feedback, and your satisfaction is our top priority. We strive to provide outstanding service, but we understand that sometimes things might not go as planned. When issues arise, we take your concerns seriously and are committed to resolving them swiftly and effectively.

If you need to let us know if something isn't right, please take a look at our [complaints process](#) which has been designed to be as easy and straightforward as possible.

8 Cancellations, cease and offboarding requests

All users can raise a Cancellation, Cease or Offboarding Request through our ServiceNow Portal.

To raise a request, please log into the ServiceNow Portal and select the Service Catalogue in the home page. In the Service Catalogue, select 'Cancellations Request' and populate the information required. Once submitted, your request will be automatically routed to the correct Nasstar Cease Team to action.

Raising a cancellation request is straightforward and the steps are detailed in the [NASSTAR SERVICE NOW CUSTOMER PORTAL](#) Guide.

9 Change Management

All changes to customer environments are managed under our formal ITIL governed change management process.

a. Change details

When raising a change, all aspects of the planned work must be documented, which includes, but is not limited to:

- A description of the work that is to be completed
- Details of what will be changed and why
- Where the request has originated from
- (If applicable), the details of any pre-change testing that has been completed
- The assets, configuration items (CIs), service components and other items that are to be changed following the request.
- The category of change being raised - **standard, emergency** or **normal**.
- The notice you need to give for a normal and standard change is 7 days.

Note: each change may require a different approach and attracts different risks and impact.

- The implementation plan, describing how the change will be deployed; this needs to be provided, a proportionate amount of detail that enables traceability in the event of any issues during or after the change has been completed.
 - Rollback plan - in the event of issues, disruptions or outages during the deployment phase, or post implementation review, what steps will be taken to revert to the previous working state.

b. Customer Change approval

Nasstar will email all planned changes across to you for review and approval. Once approved, the change will be presented at the weekly Nasstar Change Approval Board (CAB) for internal approval.

10 Problem Management Process

ITIL defines a problem as a cause or potential cause of one or more incidents.

Where a new problem is identified within the managed service provided by Nasstar, a problem record will be created in ServiceNow to investigate the root cause. Nasstar will provide the details of any recommended remediation action through the Problem Management team or the Customer Success Manager who will discuss and agree the required actions with you and provide regular updates.

11 Service Management

The overall goal of service management is to maximise the value that our customers realise from the Nasstar Managed Service. To achieve this, a Nasstar Customer Success Manager (CSM) will work closely with you to align Nasstar resources with your business objectives.

a. Customer Success Manager

The Customer Success Manager (CSM) is a business-focused virtual member of the customer's team who acts as the primary interface for service delivery. The CSM governs and orchestrates service delivery activities within Nasstar, providing an important feedback loop and reporting mechanism to ensure contracted services are continually reviewed, improved, and delivered to a consistently high standard. The CSM will define the service review activities required and ensure these are delivered to you.

b. Account Manager

To compliment the role of the Customer Success Manager, Nasstar will provide you with a named Account Manager. Your Account Manager will meet you with regularly to ensure that services are being delivered as expected, understand your business needs and how Nasstar can support them, including discussions around product and services roadmap. Your Account Manager will act in partnership with your CSM and act as an escalation point if needed.

12 Continuous improvement

At Nasstar, we're continually striving to improve and deliver excellence for our customers. To help us to understand how we can improve and measure performance, we regularly ask you for feedback.

a. Net Promoter Score

Your Customer Success Manager will issue a Net Promoter Score (NPS) survey to you each month, this is simple request to ask if you would recommend Nasstar. Only results higher than 8 are deemed as positive scores. The feedback you provide is valuable in helping us monitor our service and. ensure that we are delivering continuous improvements.

The actions arising from our NPS surveys are agreed upon between you and your Customer Success Manager. Your Customer Success Manager will regularly provide progress updates in your service review meetings.

b. CSAT Surveys

Following the resolution of every request and incident case, we'll send a CSAT email survey to you. This survey can also be accessed via the portal.

The CSAT survey takes seconds to complete and asks, 'How satisfied are you with Nasstar's handling of this case?' and contains an open text field for any additional comments.

Please complete this survey as often as you can to help us improve your experience and monitor our performance. Both CSAT and NPS are reported on monthly and circulated across our Nasstar teams.

13 Nasstar News

Nasstar issue a monthly customer newsletter which contains the latest news and updates around our products and services, including improvements and changes.

If you'd like to receive our newsletter and don't already receive a copy, please let your Customer Success Manager know so that you can be added to our email distribution list. If you wish not to receive the newsletter you can choose to unsubscribe.