

24 x 7 Customer Service Center Mission Critical System Support

At Diamond Key International we understand that your 'Mission Critical Systems' are essential to the successful delivery of business services. Downtime will adversely impact on your ability to satisfy your customers' needs. DKI well understands the imperative for high levels of system uptime.

With this in mind, DKI has developed a complete business support package for your Mission Critical Systems.

This service will provide you with the ability to obtain maximum performance and uptime from your systems. It will also provide you with 'peace of mind' in the knowledge that your business systems are being monitored and supported continuously at any time of the day or night.

DKI has a 'whole of life' philosophy towards our products. We have developed a sophisticated infrastructure headed by our 24 hour Customer Service Center to provide you with ready access to support throughout the life of your DKI Terminal Automation System.

We are sure that this 'whole of life' service will provide you with the ability to maintain maximum performance from your TAS by ensuring we at DKI are with you whenever you need us.

DKI operates a 24 hour, 7 day per week, 365 day per year support service for Omega TAS throughout the South East Asian, Australia Pacific and China markets. Around the clock support is provided across all countries and time zones in multiple languages.

At the backbone of this support service is a third party, world leading, 'Best of Breed' Help Desk management system. It provides all of the tools and infrastructure needed to optimise the critical support management functions demanded throughout Diamond Key International's organisation.

This centralised software system is fully internet enabled and integrates all DKI resources and operators throughout the support network.

Every aspect of every customer support and contact detail is recorded and tracked through to total resolution. Seamless passing of issues between operators is achieved, as the various skill sets demand. There is comprehensive tracking and recording at all stages as well as automatic escalation controls and alarms.

Diamond Key International has augmented this capability for the European market by offering a 'front end', multilingual, access point to their global support group. This is achieved through the use of a specialist, established provider who is integrated with the DKI support management system.



The following information summarises the services available when you enter into a Support Agreement with DKI:

DKI CSC Benefits

24 Hour Customer Service Center (CSC)

This gives you access to DKI Support Analysts, experts able to assist you in operational issue resolution as well as online assistance with system operation. DKI CSC staff will also be able to assist you in configuration changes and the generation of your business reporting function. The services are accessible by telephone, fax or email. You will be provided with a comprehensive information kit containing a manual and contact information ready for use.

Issue Resolution - 24 x 7

DKI will take all possible steps to ensure that any issue is resolved remotely, albeit sometimes with the assistance of your onsite operator. Where this is not possible DKI can attend site. This will be done following agreement on the planned course of action. All issues are assigned a priority, which ensures that DKI will assign the most appropriate resource to meet your needs. If the issue is unable to be immediately addressed by a Support Analyst, it will be automatically escalated to a rapid and successful resolution.

Support Administration

DKI will provide you with comprehensive monthly reporting on the functionality of your system. DKI will also analyse trends in issues reported and identify appropriate remedial action in areas such as training of your staff.

Archiving

Our Customers' Omega base operating system will be periodically archived to ensure that your data is always available.

Remote Monthly Site Checks

To ensure that your TAS equipment is operating in accordance with design specifications, routine tasks such as: housekeeping checks and structuring your disk drives will ensure optimal performance.

Service Repair and Spares Availability

DKI will maintain an inventory of spare parts which may be covered under this agreement or accessed on a pay as you use basis.

Site Inspections

DKI will perform an annual inspection of Customer Sites and provide analysis and reporting of issues requiring attention.

Software Upgrades

As DKI enhances the software underpinning TAS systems, you will be entitled to access 1 (one) free release of the software annually. This will ensure that your systems are progressively upgraded to meet the needs of your business with no sudden obsolescence.

Software Security

DKI will hold current versions of software source code in Escrow, to ensure that this will always be available to our customers.

Training

DKI can provide onsite training for your operators and drivers. This will ensure that your DKI TAS is operated in the most effective way.

Technical Consultation

DKI will provide you with technical expertise to identify any site specific enhancements you require.

These services represent excellent value for money, ensuring that your terminals and staff are fully supported 24 hours a day. This will assist you in gaining maximum productivity from your DKI TAS, resulting in maximum system uptime.

Diamond Key International is your partner in bringing to your organisation the benefits of implementing Omega Support.



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