

Break/Fix

1. Case Study

Netversity completed a large Cross-Canada rollout for a large pharmaceutical chain with over 1300 locations. The task was to install a WIPS (Wireless Intrusion Prevention) device in each location. Once the devices were installed, they were remotely monitored 24x7. Every WIPS device would regularly monitor wireless activity in the location and provide feedback to the team.

2. Challenges

What happens when a device is not effectively monitoring, or is no longer on line?

The Client requested immediate action to ensure the devices were functioning as assured.

How will we receive the details in a timely fashion so we can meet our Service Level Agreement?

3. Plan of Action

Netversity negotiated a plan of action with timely SLA's (Service Level Agreements) with the client to resolve device issues in a timely fashion

A ticketing system was created and an email sent notifying an assigned Project Coordinator as soon as a device was offline.

The Project Coordinator then dispatched a technician and provided details to them of the tasks required.

Replacement devices that were located in storage depots across the country were shipped to site or to the technician, depending on the location of the site.

4. Delivery

List of Tasks –Netversity maintained our customers tight SLA's by creating the following list of task:

- **When a device is offline a ticket is generated.**
- **The ticket with details including device number, store number, site location, hours of operation and store contact is emailed to the assigned Project Coordinator.**
- **The ticket is transformed into a work order and sent to a field technician.**
- **A replacement device is shipped to the site/technician or picked up at the storage depot.**
- **The technician replaces the defective device on site and calls the monitoring team to ensure it is functioning.**
- **The Site Contact signs off on the order indicating the work has been completed**
- **The technician utilizes the return waybill and the replaced device is shipped back to the Netversity office and stored or disposed of safely.**