

Engagis Monthly SLA Report

September 2020

Prepared for SAMPLE by Engagis



Change History

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1. Executive Summary

1.1 Case Overview

Total support cases resolved this month	44
Total new support cases opened	49
Current number of open cases	24

1.2 Case numbers

Resolved case number has been reduced by 60%. Network was stable this month causing less proactive case.

1.3 SLA adherence

Response: 100%

Resolution: 100%

1.4 Case Missing SLA

Number of cases resolved outside SLA: 0

1.5 Hardware Failure Issues

Two faulty DMP were replaced in the reporting period.



2. Response and Resolution Time Definitions

Support SLAs are as defined within the Engagis & ABC SOW

Priority	Response	Remote Restoration or Workaround	Technician on Site			Hardware Dispatch*	Performance*
			Metro	Regional	Remote		
Level 1	30 Minutes	90 Minutes	4 Business Hours	Next Business Day	2 Business Days	1 business day	95%
Level 2	60 Minutes	3 Hours	1 Business Day	2 Business Days	3 Business Days	1 business day	95%
Level 3	2 Hours	2 Business Days	Next Business Day	2 Business Days	4 Business Days	1 business day	95%
Level 4 & 5	1 Business Day	3 Business Days	3 Business Days	5 Business Days	10 Business Days	1 business day	95%

*SLA measured from the time technician is on site and determines hardware replacement is required, or if this determination is made remotely by Engagis Support. The agreement required between Engagis and ABC to carry spare hardware.



3. Support Case Statistics

3.1 Monthly Trend



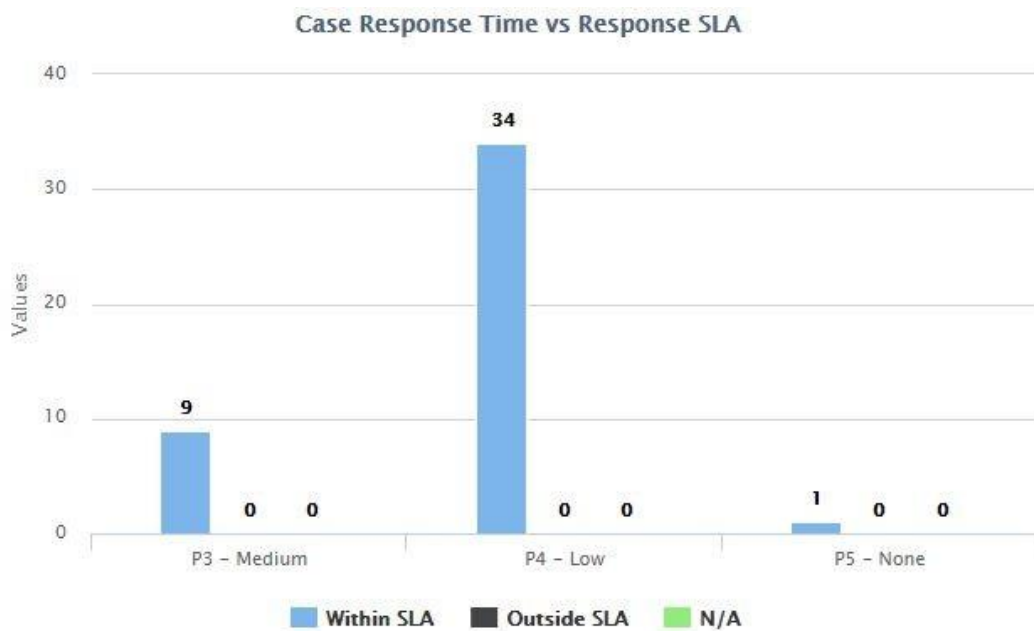
3.2 Support Case Summary

Case Statistics	This Month	Last Month
Total Number of Cases Resolved	44	73
Number of Cases Currently Open	24	3
New Cases Opened	49	66
Resolved Case Categorization Level 1		
Network	22	30
Software	4	12
Hardware	17	25
Content	1	6



3.3 Support Cases by Priority vs SLA

The charts below provide a summary of the priority of each support case raised in the current reporting period and whether they were responded to and resolved within the SLA.



% of cases Responded to within SLA and outside SLA

Within SLA	Outside SLA
100%	0%



% of cases Responded to within SLA and outside SLA

Within SLA	Outside SLA
100%	0%



3.4 Sites with Multiple Cases



3.5 Devices with Multiple Cases

Device Name	Company	Date Created	Root Cause	Resolution
ABC-2984-MANU01	ABC-2984-Manuk a	30/07/2018	Faulty Media Player.	Onsite tech replaced the faulty DMP.
		10/08/2018	Screen (P.E.T.) third party issue.	Refer to PET Support.
		12/08/2018	Network connection dropped.	Device is already online.
ABC-2280-DEE01	ABC-2280-Dee Why (Refurbished)	8/08/2018	Player looping.	re-run the app
		15/08/2018	Application did not start.	Re-start app by remote reboot.
		30/08/2018	Application has stopped working.	Software updated
ABC-2670-HAMI01	ABC-2670-Hamilton Refurbished	1/08/2018	Screen (P.E.T.) third party issue.	Refer to PET Support.
		13/08/2018	Faulty Media Player.	Sent replacement media player and sent technician for installation.
ABC-3026-ABCC03	ABC -Corporate Centre - Docklands	13/08/2018	Application has stopped working.	Closed and relaunched application.
		14/08/2018	Unable to determine root cause.	Sent tech onsite.



3.6 List of Cases Escalated to P.E.T

Subject	Company	Date Created	Date Closed	Priority	Origin	Category	Sub Category	Support Type	Root Cause	Resolution Actions
Screen Display Issue.	ABC-3265-Docklands	1/08/18	1/08/18	P4 - Low	E-mail	Hardware	Tablet	Remote	Screen issue.	Refer to PET Support.
Screens not on and sideways.	ABC-2670-Hamilton Refurbished	1/08/18	13/08/18	P4 - Low	Phone	Hardware	Screen	Remote	Screen issue.	Refer to PET Support.
Screen turning itself off.	ABC_4699-Pialba (Refurbished)	6/08/18	7/08/18	P4 - Low	E-mail	Hardware	Screen	Remote	Screen issue.	Refer to PET Support.
Very dark display on the screen.	ABC Hampton	6/08/18	15/08/18	P3 - Medium	Phone	Hardware	Screen	Remote	Screen settings issue.	Referred to PET.
Black display on the screen.	ABC Prahran	7/08/18	13/08/18	P3 - Medium	Phone	Hardware	Screen	Remote	Screen issue.	Referred to PET.
Black Screen Display Only.	ABC Oakleigh	8/08/18	8/08/18	P4 - Low	Phone	Hardware	Screen	Remote	Screen issue.	Refer to PET Support.
Black screen, no power.	ABC-2984-Manuka	10/08/18	10/08/18	P4 - Low	Phone	Hardware	Screen	Remote	Screen issue.	Refer to PET Support.
2 out of the 3 digital screens are not working.	ABC Warnbro	17/08/18	-	P4 - Low	E-mail	Hardware	Screen	Remote	JohnRyan application has stopped and screen issue.	Refer to PET Support.
Large Digital Screen in Randwick - use for presentations Inquiry	ABC-2390-Randwick	23/08/18	28/08/18	P5 - None	E-mail	Hardware	Screen	Remote	Inquiry for screens.	Refer to PET Support.
Screen display Issue.	ABC Lake Kawana	26/08/18	29/08/18	P4 - Low	Proactive	Hardware	Screen	Remote	Screen issue.	Refer to PET Support.

3.7 Devices with More than 3 cases in the last 12 months (1/09/2017 to 31/08/2018)

Device Name	Company	Engagis				P.E.T.	Grand Total
		Content	Hardware	Network	Software		
ABC-2235-BOND01	ABC-2235-Bondi Beach		1	1	14		16
ABC-4730-TOWN01	ABC Townsville			9		1(-1)	10(-1)
ABC-3598-TARN01	ABC-3598-Tarneit (Refurbished)			3	7		10



ABC-4730-TOWN02	ABC Townsville		(-1)	9(-1)	(-1)	1	10(-3)
ABC-3312-FOUN02	ABC Fountain Gate		1	7(-1)		1	9(-1)
ABC-2217-WARR01	ABC Warringah Mall		1(1)	2	3	2(-1)	8
ABC-2997-WODE01	ABC Woden			7		1	8
ABC-6352-ELLE01	ABC-6352-Ellenbrook (Refurbished)				8(1)		8(1)
ABC-3442-AIRP01	ABC-3442-Airport West (Refurbished)			1(-1)	7		8(-1)
ABC-3423-420S01	ABC St Kilda		1	4	3		8
ABC-3845-TRAR01	ABC_ 3845-Traralgon (Refurbished)			1	6		7
ABC-3026-ABCC02	ABC -Corporate Centre- Docklands		3(-1)		4	(-1)	7(-2)
ABC-4305-MORA01	ABC Morayfield - Refurbished		4(1)	(-1)		3(-1)	7(-1)
ABC-4538-CAIR01	ABC-4538-Cairns Central (Refurbished)			1	6		7
ABC-3400-PRAH01	ABC Prahran		1	5(-2)		1	7(-2)
ABC-3645-GEEL02	ABC Geelong		1	5(-1)			6(-1)
ABC-5140-RUND02	ABC Rundle Mall (Refurbished)		2	3(-1)	1	(-1)	6(-2)
ABC-4699-PIAL01	ABC_4699-Pialba (Refurbished)			(-1)	6		6(-1)
ABC-2361-MILL01	ABC-2361-North Sydney Miller			6(-1)			6(-1)
ABC-3350-MALV02	ABC-3350-Malvern (Refurbished)			1	5		6
ABC-2366-NORT01	ABC-2366-North Sydney Walker			6			6
ABC-2668-EAST01	ABC-2668-East Maitland (Refurbished)			(-1)	6		6(-1)
ABC-2984-MANU01	ABC-2984-Manuka	1	1(1)	1(-2)	2(-1)	1(1)	6(-1)
ABC-3664-WERR02	ABC Werribee Plaza			3	2		5
ABC-3593-CRAN01	ABC-3593-Cranbourne Branch (Refurbished)			3	1	1(-1)	5(-1)
ABC-4538-CAIR02	ABC-4538-Cairns Central (Refurbished)			2	3(-1)		5(-1)
ABC-20MP-03	ABC-2055-Sydney Martin Place		1	1	3		5
ABC-2756-SAIR05	ABC Sydney Airport		2(1)	(-1)	2	1(-1)	5(-1)
ABC-2547-BOWR02	ABC-2547-Bowral		1	4(-1)			5(-1)
ABC-4209-ASPL01	ABC-4209-Aspley		2(1)	1	2		5(1)
ABC-3247-CAMB02	ABC-3247-Camberwell			5(-1)			5(-1)
ABC-2445-CARL01	ABC-2445-Carlingford				5		5
ABC-2272-CARN02	ABC-2272-Carnes Hill		(-1)	4(-2)		1(1)	5(-2)
ABC-4734-CAIR01	ABC-4734-Cairns (Refurbished)		(-1)	1	3(1)	1(1)	5(1)



ABC-3026-ABCC01	ABC -Corporate Centre - Docklands			3	1	1	5
ABC-3026-ABCC03	ABC - Corporate Centre- Docklands		(-1)	2(-1)	2(1)	1(1)	5
ABC-3241-CARR01	ABC-3241-Carrum Downs		1	4			5
ABC-4657-CLIF01	ABC-4657-Clifford Gardens Toowoomba			4			4
ABC-4316-SUNP03	ABC-4316-Sunshine Plaza (Refurbished)			2	2		4
ABC-3236-BRUN02	ABC-3236-Brunswick			1(-1)	3		4(-1)
ABC-3257-CHAD01	ABC-3257-Chadstone		2(1)			2(-1)	4
ABC-2280-DEE01	ABC-2280-Dee Why (Refurbished)				4(3)		4(3)
ABC-3303-GLAD01	ABC Gladstone Park			4			4
ABC-4699-PIAL02	ABC_4699-Pialba (Refurbished)			1	3		4
ABC-2668-EAST02	ABC-2668-East Maitland (Refurbished)			2(-1)	2		4(-1)
ABC-2406-HURS01	ABC-2406-Hurstville (Refurbished)		1	1(-1)	2		4(-1)
ABC-2670-HAMI01	ABC-2670-Hamilton Refurbished		2(1)			2(1)	4(2)
ABC-4506-BEEN01	ABC-4506-Beenleigh		1	1(-1)		2	4(-1)
ABC-3598-TARN02	ABC-3598-Tarneit (Refurbished)		2	(-1)	2		4(-1)
ABC-4636-PINE01	ABC_4636-Pines Elanora		1	2	1		4
ABC-2260-CAMP01	ABC-2260-Campsie Refurbished	1	1		2		4
ABC-2554-BYRO01	ABC-2554-Byron Bay (Refurbished site)			2	1	1	4
ABC-2823-WAGG01	ABC Wagga Wagga			4			4
ABC-3132-BOUR02	ABC-3132-Melbourne Bourke St Mall		1	1(-1)	2		4(-1)
ABC-2547-BOWR01	ABC-2547-Bowral		2	2(-1)		(-1)	4(-2)
ABCAUDOCKLMB01	ABC-3265-Docklands		1	2		1	4
ABC-4271-STRA01	ABC Strathpine		2(-1)	1	1		4(-1)
ABC-4311-NOOS01	ABC Noosa Civic			1(-1)	3		4(-1)
ABC-3422-STAL01	ABC_3422-St Albans (Refurbished)			1	1	2	4



Questions?

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