

# Technical Support Services

## Proven and Reliable Support

We pride ourselves on attracting and retaining a select group of highly qualified and trained engineers and consultants to provide premium support services to our clients.

All of RDA Group's technical staff are continually rewarded to maintain, upgrade and enhance their qualifications to guarantee that we provide industry best practice support and services.

Our engineers and consultants can provide both desktop and server support via service requests initiated via our Service Desk and Helpdesk, or from escalation of incidents via our Pro-Active Network and Performance Management (PNPM) programme.

*“RDA Group’s Technical Support Services provide you cost effective IT support by employing industry best practise techniques and people, encapsulated in proven Service Delivery Management frameworks.”*

## Vendor Partnerships you can leverage

RDA Group has long standing relationships with key technology vendors due to our certification levels and commitment to their solutions. This means we are able to provide the very best products, service and support with the backing of our vendors.

These critical partnerships give RDA Group expedited escalation power to resolve any issue and to provide the latest in technology solutions for our clients.



## Pre-Paid Service Credits (PPSC) - Value for money

For clients that require more than ad-hoc support services, our Pre-Paid Service offers substantial value for money over casual billing as the support credits equate to a reduction in the rates we usually charge for our services.

When clients purchase PPSC they receive 'credits' to their balance which can be used towards all RDA services. When a service is performed by our technical staff these credits are then removed from the balance.

RDA credits do not expire, meaning you are under no pressure to use your remaining credits, as with other pre-paid schemes in the market.

## Pager Services - On call engineers when you need them most

If your organisation require after hours support then RDA Group's Pager Services are appropriate for you. The Pager Services can be booked monthly or on an ad-hoc basis and can be used during peak times when your staff are working late (end of financial year for example), or during specific projects, roll-outs or migrations.

Our Pager Services ensure that your IT issues will be responded to at anytime of the day or night and offer you the security of knowing your incident will be resolved within the terms of your Service Level Agreement.



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