Integrated Operations Center

Integrated Operations Center / Help Desk

Secure-24 provides enterprise-level application hosting and managed services for literally thousands of end-users, and hundreds of different companies, all around the world.

Everyday people log into their business application servers, hosted by Secure-24, using many different devices – a hard wired desktop computer, a laptop using wireless technology, a smartphone, an iPad, etc.

At Secure-24 we know that technology isn’t perfect 100% of the time, even if we leverage the best hardware and software in the world. We partner with IT leaders including EMC, Cisco, VMware, and many others.

This provides our platforms with unparalleled stability, while maintaining a high availability model in the unlikely event of an issue. The Secure-24 support organization is resetting the industry gold standard for quality and controls.

Using advanced data collection combined with statistical trending, we are finding problem areas before degradation in service
ever occurs. By dedicating staff to drive the ITIL Continuous Improvement Cycle, our cycles of Root Cause Analysis resolve problems permanently – including process and statistical controls to ensure that the problem does not reoccur later.

An additional problem many clients have faced before coming to Secure-24 is that they reported issues that seemed to ‘fall through the cracks’.

At Secure-24 we have a Total Ticket Ownership (TTO) model, where both automated technologies and dedicated resources follow up to ensure client issues are resolved in a timely, expedient manner.

**The Integrated Operations Center (IOC)**

Most IT providers have a help desk or call center. Secure-24 has an Integrated Operations Center (IOC). Why the different name? Though our IOC does handle incoming call and ticket volume based on client requests, the Secure-24 IOC model vastly exceeds that standard.

Our IOC is working with Network Monitors, System Monitors, Drive Space Alerts, even Security Alerts. The IOC uses systems like Tipping Point, SRX, Radware, and Log Rhythm – things normally reserved for the third level of a support chain.

The IOC model works in this capacity due to a singular design element. The IOC has three levels of staff – Agent, Analyst, and IOC Support Engineer, and these groups sit together, work together, and share the same knowledge repositories.

The IOC has some newer (but high potential!) agents that perform level one tasks such as clearing a printer queue, or performing a password reset. That person works with the analysts who have more certifications, training, and experience and work on more advanced issues such as addressing a critical drive space problem. They intermingle with our IOC engineers that handle level three issues for Microsoft and Linux.

We provide this full range of experts 24x7x365 – there are never tickets that must wait until morning to have a qualified engineer address that issue. Considering the wide breadth of services, the typical moniker of “help desk” did not adequately describe the level of support
forward thinking – process driven

the IOC is the control center for Secure-24, not only addressing problems as they arise, but also preventing them. The IOC staff continuously monitor all datacenter activity, security systems, applications, even warnings for weather related events like hurricanes or tornados.

the practical day-to-day observations are combined with a detailed reporting suite that provides statistical trending. With both of those data points available, the IOC can detect and repair issues when they are very small in scope, preventing larger issues from developing.

our goal is find deviations and correct them before any user is impacted. Secure-24’s IOC team has developed this proactive methodology leveraging in depth monitoring equipment and highly technical and experienced engineers.

when symptoms that denote a possible future issue or a problem has occurred, the IOC Team has a dedicated Problem Investigation Team.

the problem investigation team performs the root cause analysis, and implements permanent solutions. These are not pretty diagrams in the shape of fish bones – but findings our engineering teams act on consistently.

key performance indicators

through our commitment to continuous improvement, Secure-24 maintains a first tier resolution of 80-85%. Many service desks that fall within the industry average hover in the 55-65% realm.

with our ability to resolve 35% more issues within the four walls of the IOC, our organization prevents long waits for an unnamed “escalation point” to respond.

this superior customer experience translates into very satisfied customers who stay with Secure-24, year after year.

in fact, our 2012-current 2013 customer satisfaction surveys from end-users has a 4.75 score on a 1-5 scale, or, in percentage, a satisfaction rate of 96.5%.

our average speed to answer is under 30 seconds, month over month, with a post-SLA abandonment rate under 3%. Like our FTR,
these KPI illustrate our best-in-class service offering.

**Total Ticket Ownership**

While over 80% of incoming issues and requests are resolved by the IOC, the most complex of incidents and service requests require Secure-24’s engineers that work specialize in specific technologies.

Secure-24’s ticketing system creates a log of each issue, categorizes it, and ensures a time stamp. It tracks the ticket throughout our support chain.

Additionally, there are members of a Total Ticket Ownership Team who follow up with teams and individuals at predefined thresholds to ensure that a ticket is not delayed at any point during our support process.

The Total Ticket Ownership program is another example of how Secure-24 goes above and beyond the industry best standards to care for our customers.

**Our Layout**

The layout of our IOC is a powerful symbol of our commitment to efficiency using our flat organizational model. Our newest IOC Agents are in close proximity to our IOC Support Engineers, and our senior IOC Analysts are sprinkled in the mix – all just feet from one another. This fosters an atmosphere of team work, excellent communication, and leads to quick problem resolution for our customers.

**Living by the ITIL Model**

Many service organizations espouse the use of the ITIL Continuous Improvement Model. Secure-24 lives by it.

Using key concepts like visual management (scorecards) for feedback, ensuring an up to date, easy to search repository of knowledge for agents and analysts to our advanced modeling and reporting – the continuous improvement cycle is the driving force behind the success of the IOC.

Our unique blend of high potential employees who can see a defined and attainable career path, our nimbleness, quality, high customer service, and our promise of complete transparency in calculations of KPIs and all other aspects of reporting makes the IOC a unique organization that is not only forging a new service standard, but delivering a positive customer experience.