



Modis Service Centre

Professional Solutions Powered By Global Reach And Local Expertise

We live in a world of complexity. Where technology drives constant change. A world that needs the right people. Working collaboratively. That's where we come in. We are Modis. We are a new brand, bringing together The Adecco Group's expertise and network of professionals to deliver innovative business and technology solutions.

We enable agile Support and Maintenance, Operations, Enhancements, and Improvement to systems and processes. This can be delivered as an 'off-premise' version of our successful, traditional managed service practice, there are also options to running the service with Modis Cloud and the Modis IT Service Management Platform (ServiceNow).

You can depend upon Modis to run your IT while you run your Business. The Modis Service Centre provides offsite services to clients across Australia and beyond.

The Modis Service Centre can be designed to support the requirements for availability, scale and responsiveness of service levels. The value of this support service needs to be matched with the value of the business outcome.

Why Modis?

We're at the heart of today's technology convergence.

We believe only cross-domain thinking can unlock true innovation. As a global community of specialists, we connect the smartest people and brightest businesses to the opportunities they need to thrive.

We partner our clients with the best minds and services to adapt, explore and seize opportunities to outperform.

FLEXIBLE SUPPORT OPTIONS

BRONZE*

- Essential break/fix support options.
- Backed by our industry leading SLA's.
- Suits applications and services with light to medium scale and support requirements.
- Includes basic reporting and Software Licence Management.
- ServiceNow service management tool.

SILVER*

Bronze level support PLUS;

- Agreed number of for hours request management, spread across the billing period
- Access to the MSC telephone service.

GOLD*

Bronze & Silver level support PLUS;

- Access to deeper MSC services, from Application SMEs onsite to enhanced reporting, problem management, enhancements and DR testing.
- Suits critical business applications and services.

PLATINUM*

Our premier core support service;

- Dedicated Service Delivery Manager
- Dedicated Team Lead
- 24x7 support for your critical business applications and services.

*All support options can be enhanced with optional extras.