



# GINDesk: Proactive, around the clock-support.

## Enhanced Technical Support

At Globalinternet, we understand internet access is critical for your business. With GINDesk, our team of experts will make sure your internet access 'just works' and that any potential problems are resolved as soon as possible so you can focus on your business.

There are three levels of service available (Basic, Plus and Priority) to ensure we can deliver the right support for your service needs.

## Key Benefits

Our different GINDesk levels are designed to provide you with the care you need on your internet access services, reflected in tangible business benefits:



### Enjoy flexibility

- Add the right level to the right service – save costs without compromising network stability.
- Add GINDesk to a service at any time while the service is live.



### Reduce your Costs

- Cost effective support services applied on a monthly subscription.
- GINDesk levels only apply the support you need on the links that need it.



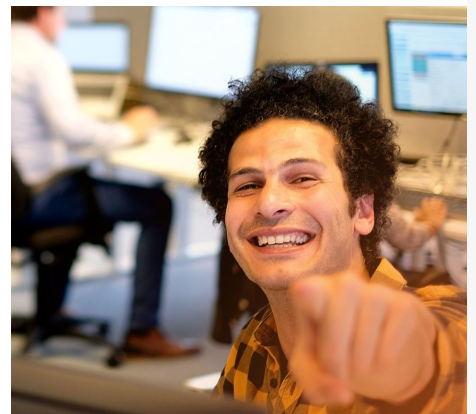
### Improve Uptime

- Proactive support options mean your service will be up and running sooner after an outage
- Need to make something happen? – Escalate sooner with GINDesk Priority.

## How will this impact my downtime?

The internet services' committed repair time remains the same, independent of the GINDesk level applied.

However, the sooner an incident is raised with the ISP (immediately with **GINDesk Priority!**), the sooner we can work on getting the line fixed. So, while your GINDesk level doesn't explicitly reduce MTTR of open tickets, it does reduce your overall downtime.



## GINDesk Levels

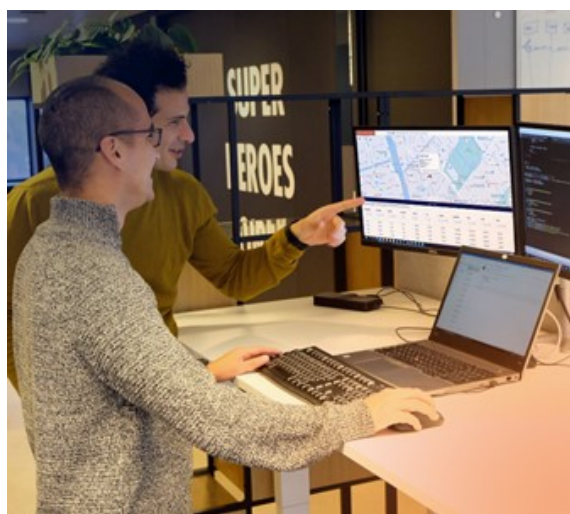
There are three levels of service available (Basic, Plus and Priority) to ensure you can deliver your service needs.

GINDesk	Basic	Plus	Priority
<b>Proactive notification -</b> We'll tell you when the link is down	-	Included	Included
<b>Proactive resolution -</b> We'll start fixing the link as soon as we see it's down	-	-	Included
<b>Custom Alarms -</b> Need to monitor something else? No problem we can do that for you!	-	1 Custom Alarm	5 Custom Alarms
<b>Reduction in escalation time -</b> Reduce escalation wait time within Globalinternet by 50%	-	-	Included
<b>GIN Response time -</b> A real-person at Globalinternet will get back to you	30 mins.	15 mins.	15 mins.
<b>Update Frequency on live incidents*</b> *service outage only	2 hrs.	1 hr.	1 hr.

## Online Support? That's GINius

Besides our 24/7 GINDesk, Globalinternet customers also benefit from unparalleled insight into the status and performance of their services.

Though GINius, Globalinternet's digital platform, customers are also able to raise incidents, request and manage their services, quotes and invoices – all from one single platform.



## Let's Talk!

At Globalinternet, we want to help you to take full control over your internet without having to deal with the complexity of sourcing multiple Internet Service Providers. For more information, contact us at [sales@globalinter.net](mailto:sales@globalinter.net).



**About Globalinternet** | Globalinternet leads the way in providing business-grade internet connectivity to Enterprises, Service Providers and Carriers – anywhere on the planet. We partner with brilliant local Internet Service Providers and technology partners in over 190 countries to offer a best-in-class product portfolio with an unparalleled range of dedicated, broadband and mobile internet access services, coupled with around-the-clock assurance and support.