



ac3

## ***ac3 and Support Solutions Technologies provide Quantum service desk as a hosted service***

Sydney, 17<sup>th</sup> June 2005

The Australian Centre for Advanced Computing and Communications (**ac3**) and Support Solutions Technologies (SST) announced today the launch of a hosted Support Desk service, based on SST's *Quantum* product.

"This is a major shift in our business", said Peter Jackson the CEO of Support Solutions Technologies. "Until now we have sold a *Quantum* licence to a client, and they have then integrated the *Quantum* Support Desk service into their own IT infrastructure and services. Our hosted solution is web-based, and so the up-front costs to the client are minimised."

Support Solutions Technologies have been providing best-of-breed enterprise-wide support desk infrastructure for 15 years. The current version of *Quantum* is based on the ITIL framework. Being web-enabled, it can be used by anyone in a distributed organisation—all that is required is browser access.

*Quantum* is a service management product that is customer-centric. Customers can follow their requests on-line through to resolution, be immediately informed of critical errors, and initiate reports verifying service achievements.

"We wanted an ITIL-based Support Desk facility for our own internal operations", said Philip McCrea, CEO of **ac3**. "After evaluating several products, we selected *Quantum*, as it was the best fit for what we were looking for. It was also our preference to support a local Australian company.

"After some of **ac3**'s clients saw *Quantum* at work, they wanted to use it for themselves. This turned out to be quite straightforward, since it is web-based. Several of our clients are now using the hosted *Quantum* service."

For more information contact Phil McCrea, ceo of **ac3** on (02) 9209 4601 or Peter Jackson of Support Solutions Technologies on (02) 9499 8477.

### **About ac3**

**ac3** provides professional management services for computing and networking equipment to best practice standards. All equipment is housed in secure, fail-safe data centres at the Australian Technology Park and at Global Switch.

**ac3** is a private company owned by the NSW Government and the universities of NSW. For more information visit <http://www.ac3.com.au/>.

### **About Support Solutions Technologies**

**Support Solutions Technologies** develop and maintain the **QUANTUM ITIL** series of software modules which provide complete IT Enterprise Service Desk management.

**QUANTUM** supports the ITIL best practice framework and optimises end to end business processes using ITIL compliant solutions to enhance the Service Desk environment within any size organization.

**QUANTUM** manages incidents, problems, change, release, knowledge, service levels along with assets and configuration.

**Support Solutions** are Australian headquartered and also provide professional services for conversions, implementation and training together with all ITIL training and consulting services. <http://www.support.com.au/>

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