

INOC's

Pricing

Explained



NOC Lifecycle Solutions®

An **IT** **savvy** Company

Introduction

Choosing the right NOC support provider means evaluating various pricing models to ensure you're getting maximum value and cost efficiency.

At INOC, we're often asked whether our pricing is per alarm, per port, or based on some similar asset-based criteria. While it certainly can be, and sometimes *must* be depending on a client's needs, our primary model incorporates custom pricing. This considers:

-  The number of devices
-  Known or projected activity levels
-  The required level of integration work

We use these data points to establish an initial service price, which we later adjust based on observed activity levels over time. This method ensures that pricing aligns with the actual demand on the NOC, often resulting in significant long-term cost savings compared to traditional per-device-only pricing.

INOC's Pricing Models

We offer device-based pricing or an adaptive activity-based model depending on your specific needs and circumstances. Factors considered include budget, accountability requirements, support needs, and overall operational costs.



Device-Based Pricing: This model calculates pricing based on the types and quantities of devices (or “nodes”) you need to be monitored and supported by the NOC. While simple and predictable, it can lead to paying for unused services, so it may not offer the best value.



Adaptive Operational Activity Pricing: This model sets a flat rate based on actual NOC activity levels across your supported infrastructure, measured over time. It aligns pricing with actual service usage, establishing healthy incentives for good network management.

Upon initiating service, we set an initial flat price, typically based on the number of devices and average monthly ticket volumes. Then, each quarter, we reassess this price according to observed ticket volumes and any changes in the supported environment.

The pricing process at a glance:

1. We collect a few data points from you (explained in the following section).
2. We carry out an operational and technical deep dive, occasionally requiring an in-depth Discovery Workshop.
3. We review the proposal with you, making collaborative adjustments until you're entirely comfortable moving forward.

INOC's Discovery Workshop

For more complex networks and service needs, we offer a Discovery Workshop to gain a more detailed understanding of your existing IT operation, specific pain points, and desired business outcomes.

During these sessions, we bring our operations experts together with your cross-functional team to fully identify your support needs, discuss your business challenges and requirements in depth, and analyze the state of your current IT operation. Through one or more of these workshop sessions, we uncover the most effective ways to help you achieve your desired outcomes right from the start.

We encourage participation from your IT operations team and other stakeholders who closely interact with them. This approach ensures we have a holistic view of your needs, enabling us to provide a more tailored, effective NOC support solution.

Requesting a Service Quote

Depending on your needs and preferences, we can deliver a preliminary budgetary quote or a detailed NOC service proposal right up front.

To accurately estimate pricing, we generally require certain information from you, including:

-  The number and types of devices (servers, routers, switches, firewalls, etc.) to be monitored and supported
-  The complexity of your technology environment, including the number of locations and whether your infrastructure is on-premises, cloud-based, or a hybrid model
-  The average number of tickets or incidents your team currently manages per month
-  The size of your current staff, their competencies, and the level of support you require
-  Any specific business objectives or requirements that the NOC service should address

With this information, we tailor a budgetary quote or a comprehensive proposal that aligns with your unique needs and budget.

Unpacking Our Pricing

Our highly structured NOC and advanced operational platform go well beyond a traditional break-fix NOC service. We deliver substantial value to your organization that, for most teams, far exceeds the cost of service – setting us apart from the average NOC service provider.

Along with our core services listed below, we've highlighted these additional value-adds.

Core services

-  24x7 Tier 1-3 NOC Support
-  Event Monitoring and Management
-  24x7 Service Desk
-  Incident Management
-  Escalation for Advanced Vendor Support
-  Problem Management
-  Capacity Management
-  Change Management
-  System Dashboards and Reporting
-  System/Device Backups
-  Scheduled Maintenance Support
-  Span/Circuit Management

Value-adds

- [True ITSM Service Model Implementation \(from ITIL\)](#): We apply a genuine IT Service Management (ITSM) model aligned with ITIL principles. This facilitates better resource and service management while streamlining activities and delivering vital services across your company. Our model helps managers and executives manage their IT services more efficiently.
- [Advanced Operations Platform \(Monitoring, AIOps, ITSM\)](#): Our platform isn't just a monitoring and ticketing system – it's a comprehensive operations platform that integrates the latest tools and technologies to deliver considerable value across many dimensions of your IT operation.
- [Structured Tiered Support Operation](#): Our structured tiered support framework can reduce high-tier support activities by 60% to 90%. This structure optimizes how, where, and when resources are allocated, enabling advanced engineers to focus on strategic projects instead of routine break-fix tasks.
- [CMDB \(Configuration Management Database\)](#): With us, achieving an accurate and comprehensive CMDB is finally possible. Our CMDB automatically enriches tickets with key details about your technology environment, saving time and resources for support staff who otherwise would have to search for different information within different platforms.

- **Next-Level Reporting:** We deliver robust reporting that enables many of our clients to achieve a level of granular visibility and accountability in their operations that didn't exist before. Our clients see everything that's happening in their networks: not just the critical incidents, but also the minor issues that often go unnoticed only to lead to larger problems later. This high-resolution visibility facilitates data-driven decision-making at a higher level and provides the necessary metrics for effective resource allocation and justifications for future investments in IT resources.
- **Training and Process Excellence:** We have a distinct advantage in adjusting our training and processes faster than most competitors. Clients often express their frustrations with other service providers' slow pace of process changes. With us, however, significant process changes can usually be implemented within only a week or two, depending on the queue. This responsiveness is possible thanks to our weekly training calls with all three shifts of our NOC, ensuring a quick turnaround on process changes.

Pricing FAQs Answered

How long does it take to receive a service quote? What factors into this?

It typically takes about a week, depending on the availability of the required information.

How often does INOC adjust its pricing once the service is live?

Typically quarterly following business reviews. This is a collaborative process that involves the client, ensuring transparency and mutual understanding before making any changes.

What factors can cause the price of my NOC service to change over time?

Primarily, factors contributing to additional labor—like an increase in devices, longer times spent on tickets, changes in technology, or major process changes—can affect pricing.

What additional costs might I incur when outsourcing my NOC services to INOC?

Additional costs depend on changes in the service or technology environment, including alterations in monitoring tools, ticketing systems, workflows, etc.

Pricing FAQs Answered

How does INOC determine the initial service quote?

The initial quote is based on a few key factors: the volume of incidents handled or projected monthly, the size and composition of the supported environment, and the level of integration work required.

How does INOC's pricing model lower my total cost of ownership compared to an in-house NOC or other outsourced services?

We reduce the total cost of ownership by eliminating expenses associated with tool development, team onboarding and training, quality control, and managing staff fluctuations. INOC's 24/7 operation increases efficiency and resource utilization.

How can I ensure the pricing model I choose best fits my business needs and bottom line?

Our dedicated solutions team collaborates with you to determine the most fitting pricing model for your business needs and financial objectives.

Pricing FAQs Answered

I need to campaign my leadership team. How can I best pitch INOC to my C-suite?

CEO: *“With INOC, we’ll invest in a structured IT Service Management framework. It will allow us to focus on core business goals while outsourcing NOC tasks to a specialized team. This strategic shift not only delivers specific business outcomes, but also fosters innovation, agility, and adaptability within our organization.”*

CIO/CTO: *“With INOC, we’ll benefit from a modernized NOC operational platform with a shorter implementation time. This will result in quicker realization of business benefits. The consistency of their services will guarantee more predictable outcomes, which will aid in strategic planning and decision-making. Moreover, it’ll free up our internal IT team to focus on value-add projects and strategic initiatives, further advancing our technological capabilities.”*

CFO: *“INOC’s services cost far less than maintaining or scaling an in-house solution while delivering high-quality services that would be even more cost-prohibitive to achieve internally. This will translate into predictable operational expenditures, enabling us to plan and allocate our budget more efficiently. It’s an investment that guarantees us better value than cheaper, sub-standard alternatives.”*

COO: *“INOC aligns perfectly with our operational objectives. They’ll mitigate operational risks and reduce downtime, thus promoting continuity and stability in our daily operations. This consistent performance will enable us to maintain high customer service levels, improving customer satisfaction and loyalty. Plus, it’ll allow our internal operations team to focus on optimizing processes and enhancing overall operational efficiency.”*

Let's unlock the full potential of your IT infrastructure and keep it running 24x7.

Have more questions about our pricing model? Want to learn more about building, optimizing, or outsourcing your NOC?

Our NOC solutions enable you to meet demanding infrastructure support requirements and gain full control of your technology, support, and operations. [Contact us today](#) and get the conversation started.

About INOC

INOC is an ISO 27001:2013 certified 24x7 NOC and an award-winning global provider of NOC Lifecycle Solutions®, including NOC support, optimization, design, and build services for enterprises, communications service providers, and OEMs. INOC solutions significantly improve the support provided to partners' and clients' customers and end users.

INOC assesses internal NOC operations to improve efficiency and shorten response times, and provides best practices consulting to optimize, design, and build NOC operations, frameworks, and procedures. Proactive 24x7 NOC support is provided with several options, including North America, EU, or APAC only or global integrated NOCs. INOC's 24x7 staff provides a hands-on approach to incident resolution for technology infrastructure support.



info@inoc.com



+1 (877) 628-1313