



24x7 NOC Services

Our Forte is NOC Monitoring and Reporting Solutions

At INOC, our primary focus is NOC monitoring and reporting solutions that supplement our clients' existing network and IT resources; we help by managing the 24x7 demands on uptime and performance of data and voice infrastructure. INOC provides the NOC monitoring and reporting capabilities that help carriers and enterprises break the vicious cycle of network failures so they can realize:

- ▶ Significant reductions in downtime
- ▶ Rapid resolution to incidents occurring around the clock
- ▶ Increased end user and customer satisfaction
- ▶ Increased job satisfaction of network and IT support staff

INOC's 24x7 NOC monitoring and reporting solutions are the integration of experienced network engineers, advanced monitoring technology, ITIL-based service procedures, and real-time reporting capabilities that enable your IT team to have complete visibility into the performance of your network — 24x7x365.

Our customers value our expertise and consistency in providing high-quality NOC services across multi-vendor and multi-technology networks including: various server operating systems, applications, DWDM, SONET, PON, Ethernet, ATM, Wireless, IP, MPLS, QoS and Security.

NOC Service Offering

- 24x7 NOC Service Desk
- 24x7 Monitoring
- Incident Management
- Problem Management
- Configuration Management
- Capacity Management
- Service Level Management
- Change Management
- NOC Reporting

Achieve Measurable Improvements

INOC's 24x7 NOC monitoring and reporting solutions not only help accelerate resolution of network failures, but also equip your IT team with detailed information to benchmark network performance and perform root cause analysis on ongoing problems affecting the network.

INOC's web portal provides visibility into key metrics and information including:

- ▶ **NOC support activities** — active tickets, current resolution status, notifications, escalations and communications between the NOC and your support engineers and external suppliers
- ▶ **Network and IT infrastructure** — usage and performance trends, errors, thresholds, device configurations and various metrics

You set the key performance indicators (KPIs) for INOC's delivery of the NOC service. INOC will report progress against the KPIs, 24x7, for all the services defined in your service agreement.

Customized NOC Services at a Great Value

NOC monitoring is no longer a luxury afforded by only large carriers or enterprises. Whether you have a NOC or need a NOC, you can select the desired level of coverage. Regardless of the size of your network or IT infrastructure, INOC can deploy an integrated NOC monitoring and reporting solution that fits your business and your budget.

For more information on how INOC can help your company improve Network and IT availability and performance, send an email to info@inoc.com or call **1-877-NOC-24X7 (1-877-662-2497)**. You can also find additional information on our website at www.inoc.com.