



SLA Management Solutions

Provide Network Connectivity Solutions with Confidence

Your business customers are a demanding lot. In addition to your high-speed fiber connectivity solutions, they expect you to provide carrier-class support, including network Quality of Service (QoS) guarantees and rapid response to service issues. And if that is not enough, they want you to provide proof of your service delivery.

INOC's SLA Management Service enables Ethernet service providers to guarantee service assurance to their business customers by monitoring, managing and reporting on Ethernet QoS parameters and network service availability.

INOC has integrated 24x7 NOC services with Ethernet demarcation devices to bring the SLA service to market. The combined solution provides a carrier-class service assurance solution, optimizing deployment costs and ongoing service management.

Deliver End-to-End Customer Satisfaction

By monitoring Ethernet QoS parameters — Latency, Jitter, and Packet Loss — on an ongoing 24x7 basis, Service Providers can quickly and effectively manage SLA violations before they become significant customer affecting issues.

During initial network provisioning and service turn-up, the INOC SLA Management Solution provides testing and validation of the Ethernet QoS contract parameters being delivered to business customers. Both the initial network service validation and the ongoing SLA Management Solution give service providers the ability to measure and report on customer experience at end points on point-to-point and multi-point location networks.

Carrier-Class SLA Management

- 24x7 NOC support
- Demarcation devices at network end-points
- Point-to-point and multi-point network visibility
- Service validation during network turn-up

Comprehensive Reporting Metrics

- Latency
- Jitter
- Packet Loss
- Availability
- Mean Time to Repair (MTTR)

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.