

24x7 legal-grade NOC services: built for AmLaw speed and scrutiny



INOC, part of Xerox IT Solutions, integrates with your internal IT or MSP to monitor and stabilize the systems your firm runs on, around the clock, with US-based engineers. Stop outages and protect your billables.

Every minute your firm is offline costs you billable hours and client confidence. You can't afford to wait until morning when your document management system goes down at 10pm, nor can you tolerate piecemeal workarounds if your video platform fails mid-testimony. And when attorneys can't reach critical case files remotely, even minutes of downtime feel like a missed opportunity.

This isn't just an IT headache...it's a business problem. Most managed service providers don't have the specialized infrastructure monitoring that today's law firms need. That's where INOC steps in. We partner seamlessly with your existing IT team or MSP to deliver true 24x7 NOC services, so your desktop support and day-to-day workflows stay uninterrupted. Whether you're a global firm offloading routine network maintenance or a growing practice outsourcing your entire monitoring function, our flexible NOC support scales to your exact technology stack and service model.

The gap in your technology strategy

Your firm has invested heavily in mission-critical legal tech. What's missing is the protective layer that prevents small issues from becoming business outages. Without dedicated NOC services, your firm operates in constant reactive mode.

If any of these sound familiar, we're a fit:

- Systems fail without warning
- Remote access/VDI falters when attorneys need it most
- Minor issues cascade into major outages
- SLAs across vendors leave you guessing who owns what
- IT spends nights firefighting instead of improving systems
- Partners lose confidence in technology reliability

The typical legal stack we monitor and manage includes, but is certainly not limited to:

- Networking hardware such as switches, routers, and wireless controllers.
- Voice infrastructure including VoIP platforms and SIP gateways.
- Servers and operating systems including physical and virtual servers running Windows Server, Ubuntu, and VMware ESXi for critical workloads.
- Security appliances like next-gen firewalls and intrusion prevention systems.
- Mobile and endpoint management: Unified endpoint management platforms for policy enforcement, patching, and remote control for mobile and desktop devices.

Whatever your IT environment looks like, we can support it.

INOC is the missing layer of network and IT protection your firm needs today



Advanced incident management

Senior engineers review every alert first, not last.



AI-powered performance

20+ alerts become one ticket the right person needs to see.



Complete transparency

Dashboards show what happened, why, and who's doing what—no vanity metrics. Full accountability.



Co-managed by design

We augment your IT/MSP with NOC support; we don't replace them.



Scalable service

Choose between Tiers 1-3 of NOC support.

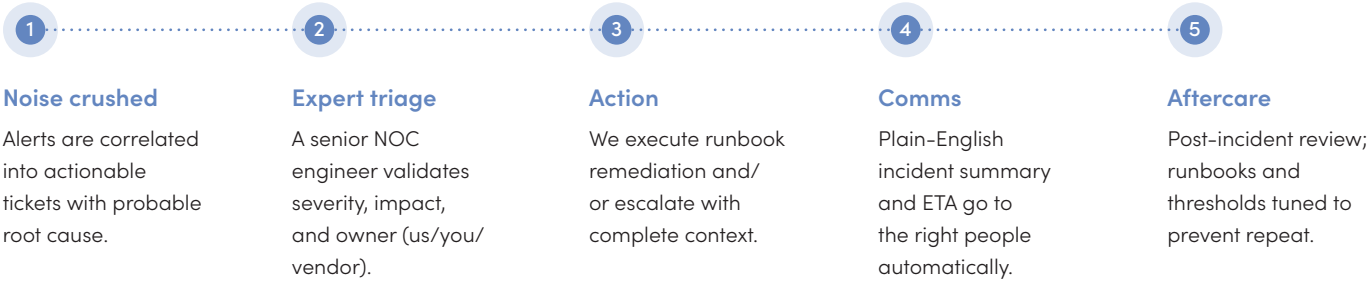


Pricing that's predictable

Fixed monthly pricing with automation typically reducing YoY run-rates.

How incidents get resolved—fast

From alert to resolution, the typical flow looks like this:



Security and compliance you can show your clients

- **ISO 27001:2022** certified with rigorous US-based auditing
- **US-based operations** for data handling, personnel, and infrastructure
- **Multi-tenant isolation**—client data segregated by design
- **7-year background checks** on all personnel



Next-level operational outcomes

- **~50% faster** incident analysis (AI + automation)
- **~30% faster** resolution times in year one
- **60–90% fewer** high-tier support escalations
- **98%+** infrastructure availability, 24x7
- **~45% faster** alert-to-resolution

(Internal operational metrics across comparable environments. Results vary by scope and baseline.)

Let's talk NOC

Book your Discovery Workshop with our solution engineers.

We'll map monitoring gaps, identify immediate risks, and give you a right-sized NOC plan with transparent pricing. If we're not the right fit, we'll say so—and suggest options.



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INOC, part of Xerox IT Solutions—ISO 27001:2022 certified operations delivering AI-accelerated, human-led Network Operations Center services for legal-grade infrastructure. 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 consulting services 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 offers a hands-on approach to incident resolution for technology infrastructure support.



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