

24x7x365

# NETWORK OPERATIONS CENTER

With the Atomic Monitoring System our 24x7 NOC monitors everything in your network, from simple devices like power supplies to complex synthetic checks on your eCommerce shopping carts. Our NOC is your ticket to more restful nights.



## Network Operations Center (NOC)

- 24x7x365 live availability
- War Room incident initiation
- Deep bench of engineering expertise
- Custom runbooks/escalation paths
- Custom call/ticket routing
- Customized training for your environment
- On-call support for advanced issues
- Monitoring of simple and complex devices

### Always live, always watching:

- ✓ Routers
- ✓ Switches
- ✓ Firewalls
- ✓ Access Points
- ✓ Servers
- ✓ Workstations
- ✓ Databases
- ✓ Applications
- ✓ Environmental
- ✓ Transactional



**End-to-end infrastructure monitoring and management providing the proactive insight, triage, and remediation your enterprise network demands.**

### What you get

- Fully managed network monitoring solution
- Dedicated monitoring screen in 24x7 NOC
- Incident triage, troubleshooting, escalation
- Major and minor incident War Rooms
- Pro Services tuning and customization
- Weekly account management meetings
- Monthly incident review meetings
- Quarterly executive review meetings
- Participation in client Change Advisory Board meetings
- Customizable, financially backed SLAs

### How we do it

- ITIL concepts defined
- Incident management workflows
- SLA creation
- Device tier creation
- Event matrix creation
- ITSM integration
- Runbook design
- Collector/agent build
- Account creation
- Reporting build-out
- Device additions