

24x7x365

# NETWORK & SECURITY OPERATIONS CENTER (NSOC)

**Always live, always watching.**

**Serving as the eyes and ears into your entire IT stack**, the Network & Security Operations Center is your first line of defense against downtime, cyberattacks, and systems failure.

## What you get with the 24x7 NSOC:



- 24x7x365 proactive monitoring
- Incident response & management
- War Room incident initiation
- Custom runbooks/escalation paths
- Managed or co-managed response/routing
- Customized training for your environment
- Financially-backed Service Level Agreements
- Monitoring for vast array of devices and outputs

**WHAT IS A WAR ROOM?**



A **rapid response** process that brings together top-level resources from all teams to **solve urgent incidents** and outages.

**Paired with Atomic Monitoring™, the NSOC watches and reacts to your complete IT stack:**

- ✓ Routers
- ✓ Switches
- ✓ Firewalls
- ✓ Access Points
- ✓ Servers
- ✓ Workstations
- ✓ SaaS/IaaS
- ✓ DNS/HTTP/TLS
- ✓ Databases
- ✓ Applications
- ✓ Environment

**Choose the NSOC engagement level that fits your business:**



### Ticketing

An incident ticket is created from Atomic Monitoring alerts, user reports, EDR systems, and other sources. Technicians then notify and/or escalate, depending on client runbooks and other factors.



### Incident Triage

Technicians perform further incident analysis, determine scope, evaluate dependent systems, perform routine troubleshooting according to client runbooks, and work towards incident resolution.



### Resolution

The incident is escalated to subject matter experts according to client runbooks, a War Room is opened if high-severity, and resources work diligently to solve the incident and close the ticket.