ATOMICdata

24x7x365

NETWORK & SECURITY OPERATIONS CENTER (NSOC)

Always live, always watching.

Serving as the eyes and ears into your ever-growing 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 the 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.