

NOC SUPPORT SERVICES

XPERT TECHNOLOGIES L.L.C.



How Do NOC Services Help Companies

NOC Provides

- 24x7x365 Performance Monitoring
- Unlimited Remote and Onsite Support
- Disaster Recovery
- Cost Savings
- Infrastructure Customization
- Reduced Investment Costs
- Security and Backup Management
- Preventive Maintenance and Scheduled Health Reviews
- Priority Response
- Managed Services based on ITIL Framework
- SLA based Delivery
- Information Security (ISO 27001 Certified)

NOC Team covers different Level of certified engineers L1, L2 and L3 across multiple technologies and platforms which include Linux, Windows, Backup, Networking, Database, Cloud, Virtualization, VOIP, Security and other applications.

Based on customer needs we offer various NOC support service packages

❖ **Shared NOC**

(sharing our engineer resources with many customers)

❖ **Dedicated NOC**

(dedicated engineers working exclusively under customer management)

❖ **AIO (All-in-one) NOC**

(all engineer profiles providing services)

❖ **Tailor made NOC**

(creating a team for customer to support specific new/existing technologies)

NOC packages

NOC Tools

Integral NOC Tools

- Incident Tracking through a Ticketing System
- Centralization of Knowledge
- Daily and Monthly Reports for Measuring Incident Severity and Improvement Progress
- Monitoring
 - Infrastructure monitoring – Environment of the data center, network, or servers make up the monitoring of the infrastructure.
 - User experience monitoring – problems are replicated to find practical solutions by simulating the activities and behavior of users to see the resulting actions associated with them.
- Automation of the IT Process

NOC Flow

- **Incident Handling**
 - Full technical solution, if available.
 - Escalation to appropriate personnel.
 - Notification of other users who may be directly or indirectly affected.
 - 'Quick solution' procedures or temporary workarounds for complex problems that may take longer to be resolved.
 - Incident reporting
- **Prioritization**
 - Prioritizing incidents is different in each NOC, and therefore should be clearly defined.
 - Incidents should never be handled on a first come, first served basis. Instead, the prioritize incidents and cases based on SLA's.
- **Escalation**
 - Also Escalation process will be defined based on SLA's
 - Time based escalation from L1 to L2 and L3 engineers

SLA (Service Level Agreement)

Benefits of Service Level Agreement (SLA)

- Reduction in Operational Costs
- Service Level Agreement Customization
- Advanced Expertise services

Multiple Tiers to Handling Issues

Some of services that our team can monitor

- Monitoring and Reporting on the Network, Around the Clock Service Desk
 - Infrastructure Monitoring
 - Application and Server Monitoring
- Firewalls, VPN Tunnels
- Wireless Access Points
- LANs/WANs/MANs
- Services provided include optional services and reports.
- NOC Services maximize the performance of the network (servers) with minimal cost
- NOC captures and classifies network events, notifies of network events, and minimizes downtime
- Network Operation Centers Protect Against and Fix Network Outages

NOC Services Functionalities

Major Functions

- Network Monitoring
- Incident Response
- Establishment, Investigating and Refreshing of Application software.
- Patch Management
- Network Capacity and Backup
- Firewall Administration
- Analysis of Threats
- Filtering and Remediation with Antivirus Software
- Management Based on Policies

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Get your quote ?

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