Our carrier-grade Network Operations Center features sophisticated systems and highly skilled technicians.

The NOC supports our carrier core network, data centers, the many built and locally deployed distributed customer networks, and pre-existing customer-built networks.

SYSTEM ADMINISTRATION

Our NOC is staffed with highly skilled System Administrators who possess a deep knowledge of all the supported elements of each supported customer network.

The System Administrators actively and continuously monitor all connected devices and have direct secure access to all customer network devices and applications, allowing for rapid remediation.

Armed with unique data collection tools and knowledge base resources, System Administrators can quickly diagnose troubles and immediately perform remote repairs. Issues requiring onsite technician dispatch are coordinated and managed to resolution.

NETWORK MONITORING

Our patent-pending Totem Telepresence Monitoring System (TTMS) is a complex monitoring and mitigation system that enables the quick interpretation of large amounts of network data in compact fields of view.

Advanced data visualization allows our System Administrators to manage more locations, devices, and conditions more accurately and effectively than traditional network management system capabilities allow.

In addition to the real-time view of all aspects of a customer's network, TTMS contains an interactive interface that allows the System Administrator to perform detailed analysis and efficiently diagnose monitored elements.

NOC BENEFITS

The advanced systems and skillsets of our NOC provide:

- ✓ Faster incident recognition
- ✓ Faster root cause identification
- ✓ More remote problem resolutions
- ✓ Better information for faster field repairs

SUPERIOR NETWORK MONITORING, MANAGEMENT, AND SUPPORT 24/7