

NOC Services



Beyond cost, CSPs are faced with several key issues that increase the complexity of supporting the network, services, customers, and applications.

Maintaining network uptime and continuous network monitoring is critical to any communications service provider. If your network goes down, even partially, it could be disastrous for your business, your customers, and your bottom line.

Managing and monitoring network operations is resource intensive. That's why CHR provides comprehensive Managed Network Operations Services to ensure visibility of Network and Server applications. Our Managed NOC Services provides 24/7 Network Monitoring, backed by 24/7 Support.

NOC Services Provide:

- Improved Reliability
- Increased Visibility
- Network Monitoring
- Network Change Management
- NOC Service Desk 24/7 Support
- NOC Monitoring 24/7 Support
- Network Specialists
- Specialized Response



NOC Services

FEATURES	LEVEL 1	LEVEL 2	LEVEL 3
Client Portals	X	X	X
Baseline Assessment	X	X	X
Technical Expertise	X	X	X
Client Interactions			
- Client	X	X	X
- Carrier	X	X	X
- Third Party Vendor	X	X	X
Device Monitoring			
- Availability Monitoring	X	X	X
- Fault Monitoring	X	X	X
- Basic Performance Monitoring	X	X	X
- Monitor configuration backups			X
Incident & Problem Management			
- Creation of Ticket for Incident Management	X	X	X
- Creation of Master Tickets		X	X
- Oversight of Incident/Problem Resolution		X	X
- Facilitate Vendor & NOC-to-NOC Support Escalation		X	X
- NOC-to-NOC Facilitation		X	X
- Responsible for Resolution/Restoral			X
Change Management			
- Creation of Change Tracking Tickets		X	X
- Facilitation of the Change		X	X
- Configuration Management (limited)			X
- Method of Procedure Review			X
Alarm Management			
- Alarm Definition and Categorization: Minor, Major & Critical	X	X	X
- Event Management	X	X	X
- Event Correlation		X	X
Software Support Management			
- Maintain Software to Vendor Supported revision			X
- Manage configuration backup			X
- Perform upgrades to address bug fixes			X
NOC Service Desk			
- Single POC for NOC (7/24/365)	X	X	X
- Client Notifications (based on Events/Alarms)	X	X	X
- Remote Support	X	X	X
- Facilitate request for dispatch to Client's Dispatch Dept		X	X
- Vendor Services		X	X
- Coordinating CO Dispatch to Client Locations			Optional