

# NOC Services

## Do you have the game under control ?

The solution for outsourcing network monitoring

**In chess it is important to oversee your position to notice threats before they cause serious losses. In the same way it is important to see what is going on in your network. Only with permanent monitoring and surveillance, problems can be identified before major damage happens.**

The optimal surveillance solution, a 24x7 NOC organisation for all systems, is expensive to build. Trained staff is needed for every deployed hardware and software platform. The training of the employees needs time and money, and a complete training for the whole team is often hard to accomplish.

As a result of this, staff has often not enough knowledge and experience to resolve problems effectively and quickly.



We have experts working 24x7 who are specialised in IP-networks, voice platforms and security systems. We share the resources among many networks, which makes it easy for us to have experts available for every system and at any time.

### Examples

There are many different scenarios on how you can benefit from our services. Here are some examples:

#### **surveillance in the night**

We take over the surveillance in the night, while you manage your network during business hours.

#### **single systems**

We take over the management of certain systems, where it is not efficient for you to manage them yourself.

#### **project-related support**

If you have changes to your network, that exceed your current resources (e.g. router upgrades), we can take over these tasks to free up your resources for their daily responsibilities.

#### **NOC - complete**

You focus on your core business. We manage your network to support you.

### Service Description

For the implementation of this service we use a systematic approach with separate phases to guarantee the stability of the network at any time.

#### **identify options**

To tailor the service to your environment and needs, we first analyse your installation and tools. We present the advantages of the various

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identified options to enable you to decide about the scope and implementation phase of the service.

#### **set up systems**

After the services have been defined, we set up the systems i.e. network management and trouble-ticketing, and test them thoroughly.



#### **transition**

Before we start with the day-to-day management, we launch a transition phase to hand over in a controlled way.

#### **day-to-day operations**

After having completed the transition phase, we take care of your network management entirely.

### About CheckNET

CheckNET works with consultants and partners who have a long experience in telecommunications companies.

CheckNET uses this experience to guide service providers on how to build a competitive organisation and succeed in their business.

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