

AFFINITI NETWORK ASSURE

So why would I need a NOC?

In the world of complex telecommunications and IT infrastructure, a NOC, Network Operations Center, is a centralized location staffed with a unified group of IT Engineers that supplies 24/7/365 supervision, monitoring, and management of complex networks running a host of mission critical devices.

The engineers exist as a set of eyes, ears, and skill sets that can detect issues, at any time, day or night. A Network Operations Center can be a crucial investment – whether you have the budget to monitor in-house or find that it is more desirable to outsource your monitoring. Service interruptions can severely decrease productivity and materially impact your environment while increasing the time and cost of your team’s efforts. Issues that arise in a complex network can cause serious production loss, but having an experienced NOC at the touch of your fingers can save time and money while avoiding impactful disruption.

Functions of the NOC

The NOC’s primary function is to give you peace of mind that no matter what time of day, a trained expert is always watching your network and resolving issues as soon as they are recognized, no matter the depth or severity. The technicians monitor infrastructure health, productivity, and security and make adjustments when needed.

A common problem with in-house monitoring is the time-frame, as this is restricted to only checking and resolving issues during regular business hours utilizing responsive tools without proactive capacity. If an issue arises in the network when you are not monitoring, you could walk into work the next day with a mess to resolve at the cost of productivity. When action is required, the NOC technicians will issue trouble tickets that are categorized by priority, based on severity and alert type. With these alerts, the team is able to resolve issues before you even knows there is the potential for an impactful disruption. The NOC uses NPMD (Remote

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Performance Monitoring and Diagnostic tools) coupled with, ITOA (IT Operations Analytics) that together can remotely access your organization's network, get information about machine health and status instantly, and compare what is occurring to historical performance standards so the NOC can constantly maintain your network, keep it healthy, and stay ahead of issues.

There are various types of monitoring the NOC provides. The Affiniti Network Assure engineers are continuously developing custom checks that can verify that your network is running smoothly, 24/7/365. The custom checks mitigate risk associated with service interruptions in your environment. A unified group of engineers can make sure that no matter what happens, your network risk will be controlled.

Sometimes, there is confusion about the roles of the NOC and help desk. One can easily see the roles cross between the two, but they are not the same. When something goes wrong with your machine, your help desk technicians are the ones you call for support. The Affiniti Network Assure NOC technicians are behind the scene, monitoring your network to make sure you have confidence that your network is being monitored by professionals, dedicated to keeping your network healthy.

Benefits of NOC Monitoring

When your organization uses Affiniti Network Assure, you can experience higher efficiency, production, and all around better outcomes at lower cost. Traditionally, companies will use the break/fix model, completing IT maintenance only when an issue arises. Using this model can create downtime, decrease productivity and increase costs. The reason that the break/fix model can create an inefficient work area is because it's not a proactive approach, it is reactive. However, when your IT needs are co-sourced to Affiniti Network Assure, the NOC is identifying and resolving the issue, whether it is nine at night or four in the morning. You do not have to worry about unexpected issues being unresolved. Some of the benefits of NOC monitoring are:

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- 24/7/365 support
- Less down time and higher productivity
- Optimized network performance and stability
- Fewer surprises
- Issues detected and solved before they become impactful problems
- Expertise help of Advanced Engineers and Technicians

Review

A NOC is a centralized location that is staffed with IT Engineers and Technicians that monitor and manage your network. They make sure that your network is up and running smoothly, mitigating risk. If there is a problem, they can instantly detect the issue and resolve it often before you even know of the potential risk. This proactive model can increase your productivity, and efficiency while controlling the costs associated with network outages.

Affiniti Network Assure supplies round-the-clock expert support across your network using service tools for systematic and thorough monitoring. The Network Operations Center is always there, when you can't be, or don't want to be... monitoring 24/7/365, reducing service interruptions, keeping your network under watch and operating with nearly increased efficiency. A well-trained IT staff is very important for day to day activities in each and every environment, no matter how big or small, to make your enterprise run smoother and create a high level of efficiency in your network. The NOC is like the heart of the operation; working constantly and never missing a beat to make sure that every network is up and running with no problems, 24/7/365.

Affiniti has been managing complex carrier grade networks for nearly 20 years with our core business focusing on Managed Services. Our Network Operations Center is located in our corporate headquarters, in Austin, TX with additional support from our offices in Lebanon, PA and Broomfield, CO. With 24/7/365 hours, we are there when you can't be, or don't want to

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be... diligently monitoring, reducing service interruptions, keeping your network operating with a focus on optimal efficiency. We supply around-the-clock expert support and aggregate management and service tools for easy monitoring. Our NOC is the heart of Affiniti Network Assure.

Network Performance Monitoring and Diagnostics + IT Operations Analytics +
Network Operations Center = **Affiniti Network Assure**

Contact us today at 512-334-4101 if you would like to learn more!