

Network Operations Center (NOC) and Circuit Performance Management (CPM)

Enjoy peace of mind and focus on what matters with 24/7 monitoring, centralized ticketing, and real-time insights

Managing network and mobile issues across multiple vendors is both challenging and time-intensive, particularly for mission-critical services. Without centralized support and proactive monitoring, issues can go undetected or be addressed too late, resulting in costly disruptions, frustrated teams, and potential financial losses. A streamlined solution alleviates these burdens, sparing you the stress of late-night emergencies and allowing your team to focus on strategic priorities while ensuring faster resolutions and minimal impact on your business.

vCom's **Network Operations Center (NOC)** handles vendor trouble tickets and monitors network circuits around the clock on behalf of your organization. Integrated with our proprietary vManager software platform, the NOC allows customers to place and manage trouble tickets across all network and mobile vendors from a single interface.

- **Centralized Ticket Management:** Through vManager, you can submit trouble tickets for all your network and mobile vendors in one place. Our NOC team then escalates and resolves these tickets on your behalf, ensuring that issues are handled efficiently and urgently.
- **Real-Time Resolution Tracking:** vManager provides real-time visibility into the status of every ticket, across all vendors, so you can monitor progress and stay informed.
- **Proactive Circuit Monitoring:** The NOC proactively monitors network circuits with public IPs using ICMP polling, which detects issues and automatically creates

trouble tickets before your team is even aware of a problem. Critical parties are notified, and our team works to resolve the issue promptly.

Add on **Circuit Performance Management (CPM)** to further enhance your network monitoring capabilities:

- **Traffic Monitoring:** The NOC monitors network traffic and utilization using SNMP polling, automatically generating tickets when a circuit approaches a utilization threshold. This allows your team to focus on strategic tasks while we handle the monitoring.
- **Customizable Alerts:** You can tailor alerts to meet your specific needs, whether you're interested in ensuring maximum bandwidth utilization or avoiding underutilization to optimize costs.
- **Detailed Network Insights:** SNMPv3 protocol allows you to request in-depth data on port status, interface uptime, packet errors, throughput, and more, enabling your team to make informed decisions based on real-time performance metrics.
- **Throughput Visualization:** vManager displays utilization and throughput graphs, giving you clear insight into how much data is being transmitted over your network, helping you identify trends and potential areas for improvement.



BENEFITS

✔ Increased Efficiency

Save valuable time by centralizing trouble ticket management and allowing our NOC team to handle and escalate issues across all vendors. Our average time to first-touch for trouble tickets is less than two minutes.

✔ Improved Network Uptime

Reduce downtime and service interruptions with proactive circuit monitoring that ensures issues are identified and resolved before they impact your operations.

✔ Optimized Costs

Gain insights into your network utilization so you can make data-driven decisions on bandwidth needs, potentially reducing costs by right-sizing your network services.

✔ Enhanced Operational Focus

Shift your focus to strategic tasks that drive business growth by offloading network and mobile issue management to a trusted team of experts.

✔ Peace of Mind

Minimize the risk of unexpected disruptions and be rest assured that your environment is being managed proactively and effectively with 24x7 monitoring and real-time visibility into performance.

Our NOC and CPM services provide your organization with comprehensive support, ensuring that your services are monitored, managed, and optimized day and night. Say goodbye to the complexity and stress of managing multiple vendors, and say hello to a more efficient, reliable, and proactive approach to IT operations.