



# Network Operations Center Services

You've heard the adage- the best defense is a good offense. That's what Network Operations Services (NOC) Services are for. Don't be on the back foot managing an outage or customer complaint. Keep your business up and running and get the best performance your network can deliver.

**NOC Services monitor your network, ensure break fixes, and provide ongoing consultation from trusted senior engineering staff.**

NOC Services are important for any kind or size of network to ensure you prevent or minimize down-time. Here's how. Skilled engineering staff monitor alarms, equipment, power, and network trends to anticipate problems before they occur. NOC engineers and reporting in context of time, physical plant, hardware age and condition, and more, to keep your network up and performing as it was intended to function. The unexpected happens - fiber lines may be cut during construction. Power instability may disrupt circuitry. And minor alarms may be telling a story of a problem waiting to happen. That's where we come in. Not only do we pay attention to the data, we interpret the story of the data, and put action plans in motion.



Here's a glimpse of what we'll do and what we'll deliver.

## **Monitor alarm reporting 24x7**

Respond to major alarms and ensure the network is up and running as soon as possible

Analyze minor alarms, assessing trends to identify and resolve the root cause

## **Bring know-how and guidance to your team and organization**

As our engineers report and resolve, they'll provide the valuable interpretations and insights to upskill your team and make recommendations fit for you

## **Ensure the physical plant is maintained**

Ensure it is easy as possible to perform adds, moves, and changes to your network with:

- Ports are easily identified
- Area is clean and clutter free
- Proper airflow and environmental conditions

## **Keep documentation up-to-date**

Aid business continuity as staff and technology changes occur

## High Value Investment

Monitoring, break fixes, and advisory remediate and mitigate the impact of inevitable, unforeseen outages and ensure your network is performing optimally.

There are both tangible and intangible benefits, including:

### Benefits of NOC Services

- Standards compliant
- Maintains an orderly, documented, labeled physical layer network
- Quicker break recovery time
- Employee confidence and peace of mind



### Minimize the risks without NOC Services during a network outage

- Penalties from SLAs
- Customer dissatisfaction or churn
- The cost of employee down-time
- The cost of inability to transact

## If you're wondering if NOC services or a new approach to monitoring and managing your network is appropriate, consider these questions.

- 1 What is the cost to your business if your network is down (in SLAs, idle staff, inability to transact business, etc.)?
- 2 Are you confident that your staff has the skills and expertise to interpret network data, identify trends, anticipate problems, respond, and resolve issues 24x7?
- 3 How are major and minor alarms communicated and resolved today? If you don't hear about alarms or have anyone assessing trends and root causes on minor alarms, your network is likely at risk or not performing as expected.
- 4 In responding to an alarm, will your staff be able readily find data on your network equipment, and easily identify circuits? Or, have there been staff changes and lack of thorough documentation and labeling in your network?

## Choose Kore-Tek

Our staff are among the most experienced in the industry. Average tenure is more than five years and average experience of over twenty years. The team is ready to bring their rich experience to you.

At Kore-Tek, we are committed to delivering reliable, proactive, and cost-effective peace-of-mind for your critical network operations. This allows you to focus on your core business, stay ahead of challenges, and achieve your business goals.

Learn more about Kore-Tek NOC Services at [www.Kore-Tek.com](http://www.Kore-Tek.com).

Founded by optical network specialists, Kore-Tek is widely recognized for their unparalleled expertise in critical network infrastructure, providing everything from fiber network architectures to multi-technology optical networking, routing and switching implementations.

Trusted and credentialed by major equipment manufacturers and technology service providers — and backed by decades of experience — Kore-Tek engineers have planned, designed, and managed some of the most relied-upon public and private networks in use today, improving network operations and making complex, next generation digital transformations, simple.

**Businesses depend on networks. Network professionals depend on Kore-Tek.**

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December 2023