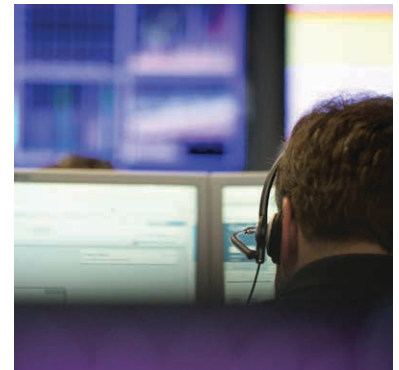You've heard the adage- the best defense is a good offense. That's what Network Operations Center (NOC) Services are for. Don't be on the back foot managing an outage or customer complaint. Keep your business up and running and get the best performance your network can deliver.

NOC Services monitor your network 24x7, ensure issue resolution, and provide ongoing consultation from trusted senior engineering staff.

Kore-Tek's industry-recognized NOC Services are important for any kind or size of network ensuring you prevent or minimize down-time. Here's how. Skilled engineering staff utilize the latest technology (automation, AI, machine learning) monitor alarms, equipment, power, and network trends to anticipate problems before they occur. NOC engineers are 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. Thus, freeing up your high-level technical team to focus on advanced support issues.

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

24x7 Notification Support
Event, incident, and capacity monitoring and management.

Respond to major alarms, calls and emails to ensure the network is up and running as soon as possible.

Advanced (Tier 2 & 3) Support
Expert engineers expand on our Tier 1 support to dive deeper, investigate, and troubleshoot more highly involved situations.

Tier 1 Support
Determine initial event correlation, infrastructure, and services impact as well as incident prioritization within established SLAs.

60 to 80% of issues are resolved without ever impacting your team.

Know-how and guidance for your team and organization
Our engineers will analyze issues, assessing trends to identify and resolve the root cause report and resolve. They'll provide the valuable interpretations and insights to up-skill your team and make recommendations fit for you.
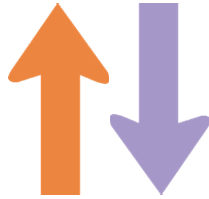
High Value Investment

Assured monitoring, resolution, and diagnosis, NOC Services 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

- Quicker break recovery time
- Additional expertise to support your team and network performance
- 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 Are major and minor alarms both communicated and analyzed for trends identifying potential vulnerability?

4 Have you had organizational changes, resource reductions, or recent audits that compromise rigor?

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.