

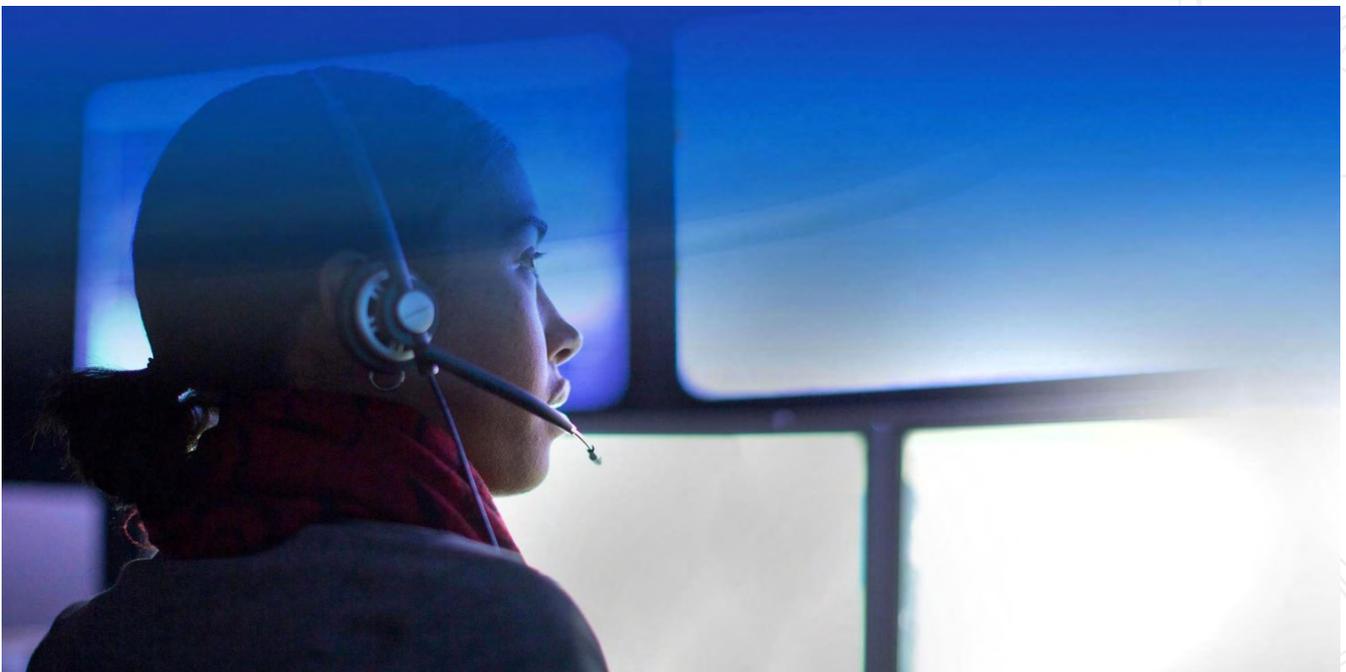


NOC services

A full experienced team looking after your network

Monitoring your network is not a differentiator for your business, but it's something you need to do. Rely on our global network operation center (NOC) to look after your network anytime, anywhere. We can offer you scale and automation that you may not be able to achieve on your own, ultimately saving you money.

Do you have limited resources or are most of your staff working in one shift/time zone? Do you have a network built with multiple vendor platforms? Take advantage of our network operation center (NOC) engineers to monitor, fix and grow your network. We are on the job 24 hours a day, every day of the year.



Your complete solution

- ✔ **Around the clock**
Designed to suit your business requirements, our NOC service is ready to support the growth of your network 24 hours a day, every day of the year.
- ✔ **Multi-vendor NOC**
Our NOC provides highly technical support across multi-vendor storage platforms as well as the expertise of a large original equipment manufacturer (OEM).
- ✔ **White label NOC services**
We support your customers directly and will represent you when we respond to them.
- ✔ **NOC runbooks**
Our highly comprehensive training program and well developed on-boarding processes guarantee the highest level of NOC support.
- ✔ **Trouble resolution**
Your network problems will be solved immediately with the support of our local technical assistance center (TAC), OEM TAC, spares providers, field engineers, and infrastructure providers.

What you get



>150 people in support operations



- ITIL – standardize global IT service management framework
- Mature on-boarding processes, NOC runbooks
- Strong hiring, training and retention programs
- Quality control and assurance



- Structured NOC platform (single pane of glass), closely integrated with 24/7 support
- Scalable and secure
- Carrier and enterprise class with disaster recovery/business continuity

Case study: ADVA global NOC = more coverage, less OPEX

Customer

- Research and education, statewide network, connecting five major universities, point-to-point and ring network topology, metro and long haul



Why it makes sense

- Our NOC personnel are experienced in supporting a variety of networks from carriers to enterprises to data centers
- Our NOC team will support you 24 hours a day, every day of the year, with our vast expertise in complex NOC solutions
- We give you complete visibility of your network performance with dashboards and key performance indicators (KPI), accessible from our reporting portal
- Our NOC solution is much more cost-effective than creating your own staff and automation tools



For more information please contact your ADVA Account Representative, ADVA Partner or visit us at www.adva.com
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Product specifications are subject to change without notice or obligation.

