



NTEGRATED NOC COMMAND CENTER

Dedicated Tier 1-4
Engineering Support/NOC
Customer/Partner PODs



NTEGRATED: 'Not my Job' Isn't in Our Vocabulary
The Partner's Aggregator

Customer & Partner Support Requests

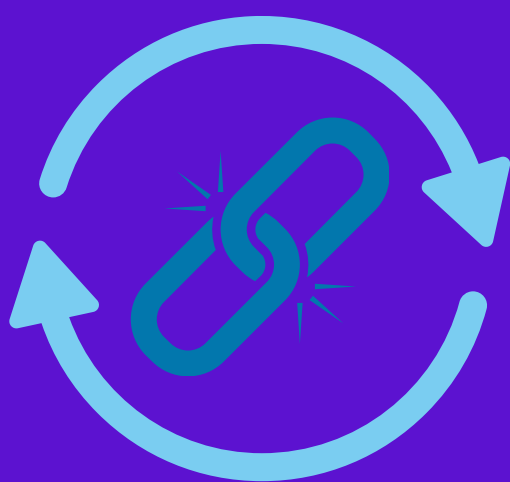
CALL, EMAIL, OR PORTAL

- Config Changes
- Service Issue
- Analytics Help
- Consulting



365

24/7
SERVICE



SUPPORT CASE ROUTING

Our experienced team is well-educated in the wide range of technology solutions in the market
Team Certifications: CCNP, CCDP, CCSP, CCIE, NSE4, NSE5, VMware, Ubiquiti, and Peplink



PROACTIVE MONITORING

99.5% First Time
Resolution Rate

95% of calls made
from our NOC are
outbound

Support - Live US
Based NOC
Technicians

Exceptional
Customer & Partner
Experience

NTEGRATED NOC Command Center: Your Always-On, Single-Contact Solution

- **Real-Time Circuit Monitoring:** We ensure your operations are always live, detecting and addressing outages or performance issues instantly.
- **Proactive Issue Resolution:** Upon spotting latency or jitter, our team immediately alerts you and collaborates with providers to fix problems on your behalf.
- **Unified Point of Contact:** Eliminate the hassle of dealing with carriers; we're your sole contact for all network concerns.
- **24/7/365 NOC Vigilance:** Our fully staffed NOC keeps a constant watch, guaranteeing uninterrupted monitoring and support.
- **Powered by PRTG:** Leveraging advanced PRTG technology for comprehensive network oversight.

**NTEGRATED NOC
COMMAND CENTER**

