![GOIP logo]

GOIP®

Empowering seamless connections,
anytime, anywhere

NOC
SERVICES

MONITORING, MANAGEMENT AND MORE
A Seamlessly Integrated Unit of Your Operations

We're there **24×7×365**

Why Choose GOIP NOC SERVICES?

GOIP Group provide you with a seamless experience of owning a **Network Operations Center** – without actually having to manage it yourself - with unmatched technical support and expertise.

By handling more than 90% of your routine tickets, we share the labor-intensive responsibility of your business – to save costs and allow you to focus on projects that have more business value. **GOIP** offers high quality content, delivery and execution services through an ultra-secure, highly resilient network.

Your Externetworks Advantage

Solves IT Crisis
Our Help Desk Services help resolve any critical issues before it turns into a major IT crisis and brings your business to a standstill.

Complete Freedom Form IT Worries
Our Help Desk Service offerings. You can then focus on your core competencies with total peace of mind.

Real-time Dashboard Monitoring
We provide you with an IT Health Dashboard that helps you get an overview of real-time view of status of your enterprise IT.

Expert Support Across Diverse Technologies And Platforms:
You can be assured to get the best support services across a diverse range of technologies and platforms, with our certified engineers taking care of your IT needs.

Cost-efficiency Through Economical IT Support Costs
You can enjoy the benefits of economical IT Support costs through our cost-effective and efficient IT solutions.

Superior Productivity
Your employees and customers can be free from the stress of IT worry and focus on their core jobs, which leads to higher productivity and enhanced user experience.

On-Demand IT Support
With our Help Desk Services, you can benefit from on-demand IT support from our expert team of engineers, who are just a call or click away!

Regular IT Health Reports
You can know the status and performance of your IT environment through a regular quarterly report on Lifecycle Management, Network Health, Warranty and much more.

Our Features And Capabilities

- Automated **Networkdevice Discovery**
- Network Performance **Monitoring**
- **Packet** Capture Analysis
- Network **Mapping**
- Alerts

- Instant **Notification** Via Email & SMS
- Baseline **Threshold Calculation**
- Network Capacity **Planning**
- **Customizable** Reports
- Hardware Health **Monitoring**

Tiered Support
Help Desk & Incident Management Tiers

Tiered Support: Help Desk & Incident Management Tiers

For any incidents, we immediately get into action, open up a conference bridge, liaise with all the involved parties for resolution, and send regular updates to business and IT stakeholders, based on the escalation matrix. The following are the different tiers of support our Help Desk offers.

The NOC Level 1-Level 3 network resolution framework provides a structured approach to address and resolve network issues effectively. Each level plays a vital role in maintaining the stability and reliability of the network infrastructure, ensuring uninterrupted business operations and minimised downtime.

Tier-0 Support

This is automated or self-service support level that users can access themselves without the aid of the Help Desk.

Self-Service Facilitates	Self-service facilitates automated password resets, websites for requesting ITIL support, and knowledge base lookup.
Responsibility Of The Customer	While this is primarily the responsibility of the customer, we can work with the customer to develop Wiki's and other desk references that are useful for self-service and efficient incident management before opening a ticket.

Tier-1 Support

Infrastructure Management	It is backed by a generalist NOC Technician with a broad understanding of a part(s) of the IT and network infrastructure under management.
Support And Troubleshooting	Basic support and troubleshooting, such as password reset, printer configurations, break/fix instruc tions, ticket routing, and escalation to Tier-2 and Tier-3 port.
Support For Identified	Support for identified Tier-2 and Tier-3 issues, where configuration solutions have already been documented.
Configuration Solutions Documented	The appropriate Response Time SLA/ Severity Level and Support for identified Tier-2 and Tier-3 issues, where configuration solutions have already been documented.
Certified NOC Engineer	Analysis to see if it could be fixed and resolve the issue. it is then escalated for Tier-3 support, where it is typically assigned to a certified NOC engineer or a product specialist.

Tier-2 Support

Handled In This Level of Support	Issues such as break/fix, configuration issues, troubleshooting, software installations, and hardware repair (including in-house repair or coordinating depot services) are handled in this level of support.
NOC Technician	Issues escalated by Tier-1 support are handled. The technicians here are more specialized and will first determine if the problem falls in the specialist's domain, based on the data collected by the Tier-1 NOC Technician.
Advanced Diagnostic Tools and Analysis	If it falls in their domain, they determine if it is a new or an existing issue. At this point, NOC specialists might use advanced diagnostic tools and data analysis.
Specialists Solution	If it is an existing problem, in some cases, there might be no solution if it is a known issue. In such cases, NOC Engineers include additional notes on the issues register and escalates to the relevant vendor or Tier-3 Engineer.
Support to fix and resolve the issue	If it is a new problem, they conduct further analysis to see if it could be fixed and resolve the issue. If not, it is then escalated for Tier-3 support, where it is typically assigned to a certified NOC engineer or a product specialist.

Tier-3 Support

This is the highest level of support that is provided by engineers and experts, who are usually certified NOC technicians for an industry leading product(s).

Note: You can add any one of these support levels to service levels that you select - Standard, Advanced, and Comprehensive.

Highly Complex Incidents	Highly complex incidents with the ability to engage with a specialist in the vendor Technical Assistance Centers (TAC) are handled in this level of support.
Fault Resolution	They collect all the necessary information from the bottom two tiers. They perform deep level analysis, directly work on sensitive administrative permission items, and implement changes, configurations and other technical solutions for fault resolution.
Support for Infrastructure Issues	Support for troubleshooting, configuration, database administration, and repair for servers, network, infrastructure, Data Center, email, file shares, and other infrastructure issues.
Solving Difficult Issues	Furthermore, with the ability to deploy solutions to new problems, our Tier-3 Engineers have the highest level of expertise for solving difficult issues. They become the customer's central point of contact for coordinating complex incident resolution that might involve multiple vendors.