

# NECare Managed Network Services



## A typical scenario

Just imagine, you're the IT Manager of a large corporation and it's 1:00am. You're in bed, confident that the multi-million dollar order your sales team has just won will be processed overnight, ready for shipment in the morning.

Little do you know that your core switch in Sydney has failed and the stock control system cannot process your orders to the warehouse located in Melbourne. You won't know until you arrive at work. The shipment has been delayed, threatening future business with a key customer.

Alternatively, with proactive network monitoring, NEC's NECare 24x7 Network Operations Centre (NOC) could have detected the failure within minutes and resolved it remotely or dispatched a technician to your site. Resulting in minimal business disruptions to your mission-critical systems.

NEC is one of the only voice and data solutions providers to operate its own world class Network Operations Centre.

## Network Operations Centre (NOC)

The Network Operations Centre specialises in providing remote monitoring, management of Voice, Data and IP Telephony Networks. These services include:

- Availability Management
- Performance Management and Reporting
- Change and Configuration Management
- Incident Management
- Internet Services Monitoring
- Server Monitoring
- Web Portal Access



The NOC is equipped with the industry's best practice tools, business process and technical skills to provide NEC customers with the following:

### **Availability Management – Network Infrastructure**

NEC's Engineers are certified in supporting network infrastructure devices including:

- Routers
- Ethernet switches
- Firewalls
- VPN devices
- Wireless LAN
- Partner products including those from Cisco, Enterasys, HP ProCurve and Juniper.

### **Availability Monitoring – Internet Services**

NEC's Internet Services Management System monitors the availability and response time of internet based services.

- Services such as web (http) and secure web (https), mail, ftp, RAS and DNS.

### **Performance Management**

NEC's Performance Management system can be deployed to report on key performance metrics of a customer's LAN/WAN network.

- Capabilities including utilisation, availability and capacity planning data.

### **Change and Configuration Management**

NEC's Premium NOC Management service provides customers with the necessary change and configuration management for their network requirements. This service includes regular backup and archive of device configurations.

### **Incident Management**

#### **Fault Escalation Management**

- The NOC assesses all alarm and fault conditions, with NEC statistics demonstrating that 80 per cent of conditions can be resolved remotely.
- With NECare Premium Management, the NOC will manage fault escalation to On Site, Level 2 or Level 3 engineers as required. With NECare Standard Monitoring, the NOC will redirect the fault to the customer's own support team.
- NEC's email and SMS gateway can provide external notification to your mobile IT staff where necessary.

#### **Carrier Escalation Management**

NEC has established back to back arrangements with most carriers and NEC's NOC can manage fault escalation through to resolutions on our customer's behalf.

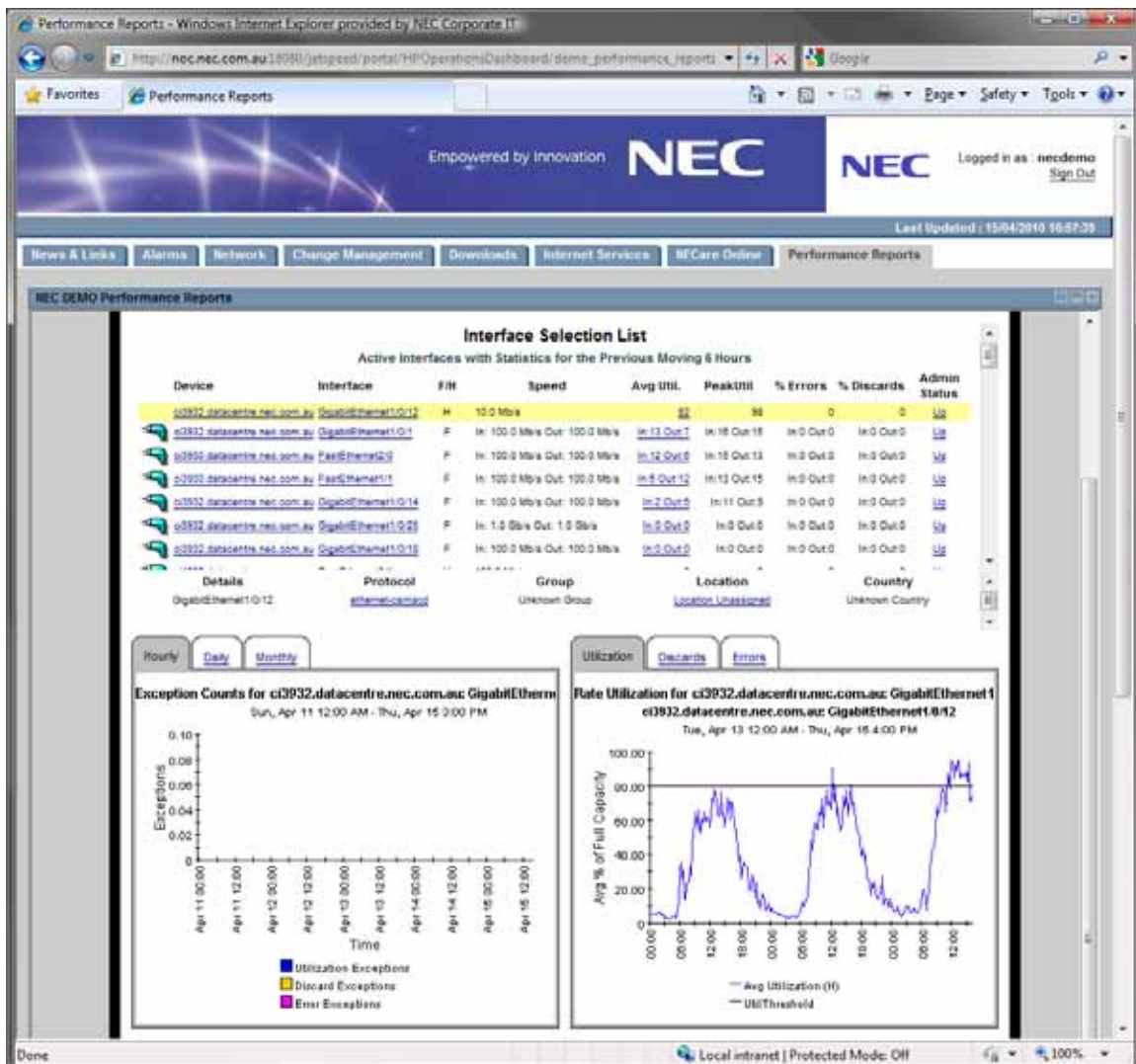
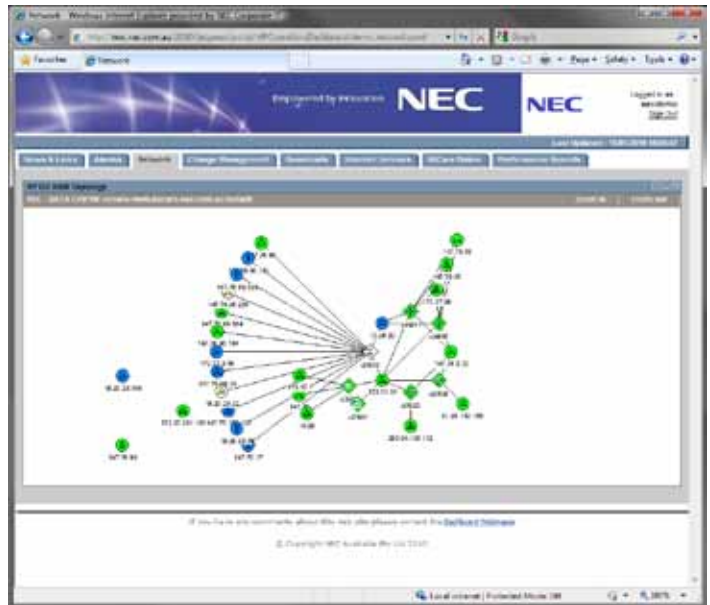
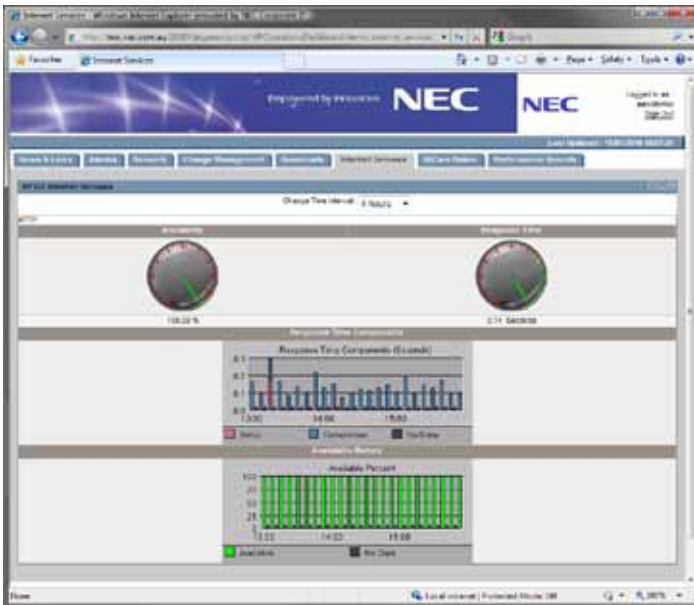
### **VoIP Quality of Service**

Optimise your network's quality and performance to ensure voice traffic use remains at a high standard. NECare will proactively test your network to monitor VoIP quality and alert our operations centre for investigation of any issues.

## Web Portal Access

- NEC's Service Information Portal provides NECare customers with a 'real time' view of their network.
- Availability and performance data is accessible including historical performance and capacity planning reports.
- Access to NECare online allows NEC customers to log, view and track incidents should the need arise.

Customer visibility of the NECare service is provided via a web portal.

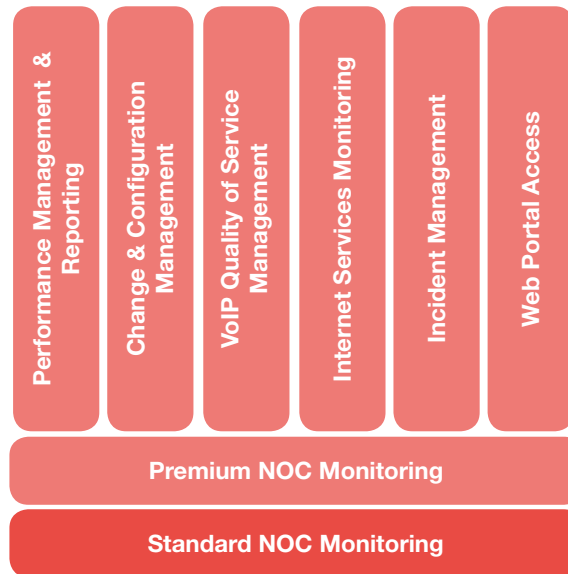


## NECare Data Services benefits

In the current business environment, great importance is placed on the availability of an organisation's IT infrastructure. NEC's NECare Managed Network Services is a valuable tool in protecting revenue, helping maintain the operational availability of the network environment.

Maximising the availability of the network means your organisation is able to respond more effectively to business opportunities as they arise, thus capitalising return on your IT investment.

NEC's Managed Data Services is designed to help organisations achieve reductions in IT infrastructure downtime by proactively responding to any events, as they occur, therefore reducing or eliminating any impacts.



NECare is NEC Australia's support services organisation specialising in communications network maintenance and support, serving more than 11,000 customers – from small to large organisations in both the public and private sectors.



For more information, visit [www.nec.com.au](http://www.nec.com.au), email [contactus@nec.com.au](mailto:contactus@nec.com.au) or call 131 632

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