

NECare

NECare

Talk to us about the benefits of NECare and see how we keep your business communications secure.

Contact

NEC Business Solutions Ltd
649-655 Springvale Road, Mulgrave, Victoria 3170
Telephone 132 632
www.necbs.com.au



NECare Managed Data Services

About NEC Business Solutions

NEC has had a dedicated Australian presence since 1969, designing world class communication solutions. A wholly owned subsidiary of the NEC Corporation, Japan, NEC is a global R&D centre and major exporter in its own right. NEC Business Solutions has combined its proud Australian heritage and global expertise to become a leading innovator and supplier of integrated voice and data solutions to the Australian market.

© 2006 NEC Business Solutions Ltd ABN 14004803

NEC

NEC Business Solutions Ltd

NEC

NEC Business Solutions Ltd

Network Monitoring

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

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
- Managed Security Services
- Internet Services Monitoring
- Server Monitoring
- Web Portal Access

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

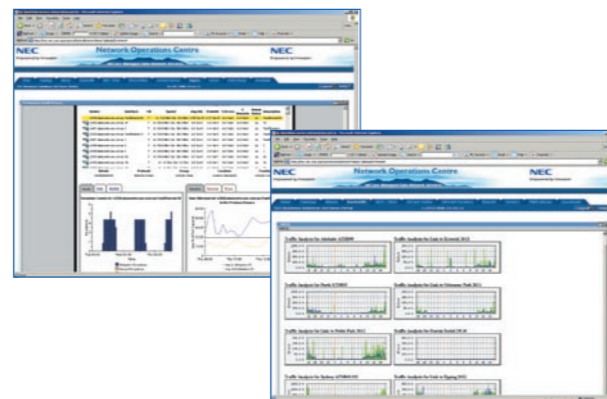
NEC's Internet Services Management System monitors the availability and response time of internet based services.

- 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. A number of configuration changes are included annually within each contract.

Incident Management

Fault Escalation Management

- The NOC assesses all alarm and fault conditions. Statistics demonstrate that approximately 80 per cent of conditions can be resolved remotely.
- The NOC will manage fault escalation to on site, level 2 or level 3 technical engineers as required or 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 should this be necessary.

Carrier Escalation Management

NEC Business Solutions 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.

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 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 Data Services is a valuable tool in protecting organisations 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 the return on your IT investment.

NEC's Managed Data Services is designed to help businesses achieve reductions in IT infrastructure downtime by pro-actively responding to events as they occur, therefore reducing or eliminating the impact to the end user.