

# Global Network Operations Center (NOC)

## Affordable Remote Monitoring, Remediation and Preventive Maintenance

Our convenient, affordable and automated Global NOC service handles routine system maintenance and network monitoring functions on a 24/7 basis. We take care of it all — escalating alerts, reviewing backups, defragmenting your hard disk, deleting temporary files, preventing viruses and reducing spam — without interruption to your daily business operations. The result: You're free to focus on your core business, rather than your technology.

## Three Service Packages Available

Because every organization's requirements are different, ProTech provides a choice of service packages to give you the flexibility you need.

### Gold Package — Comprehensive 24/7 Maintenance

Preventive Maintenance for Desktops includes:

- Patch management
- Antivirus/antispymware
- Temp file deletion
- Disk defragmentation
- Asset/inventory reporting

Preventive Maintenance for Servers includes:

- 24/7 monitoring
- Patch management
- Antivirus/antispymware
- Preventive maintenance for Exchange/Active Directory
- SOPs for correction before escalation

### Platinum Package — Gold package plus:

Additional Maintenance and Remediation for Servers:

- Remote troubleshoot and fix (alert and resolution)
- Move/add/change users or groups
- Optional services for routers / firewalls / switches

### Plus Package — Platinum package plus:

Additional Remediation for Desktops:

- Remote troubleshoot and fix
- Optional services for routers / firewalls / switches

### Every Package Includes:

- 24/7 monitoring, alerting and escalation
- Maintenance Services — patching, spyware, antivirus and preventive maintenance tasks
- Up/down alerting for network devices



## Enjoy Improved Productivity

ProTech's preventive maintenance services help keep our client's hardware and servers running at peak performance. By defragmenting your hard disks, deleting temporary files and preventing viruses and spam, we can help prevent most problems before they occur.

Further, since we monitor your servers around the clock, our NOCs are alerted and resolve most issues before you even know there's been a problem. This improves your system performance and helps you maintain productivity, with less interruption of your daily business.

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## Optional Service Offerings for Routers, Firewalls and Switches

ProTech's Global NOC also offers network device management for routers, firewalls and switches as an optional service to enhance our Platinum and Titanium packages.

### Choose your service level:

- **Premium** — offers complete monitoring and proactive management of routers and firewall devices
- **Comprehensive** — adds full remediation support of all devices to the Premium Package
- **Switches** — provides monitoring and proactive management of switches only

Both the Premium and Comprehensive packages include ISP vendor management (escalation to ISP)

### Premium Package for routers and firewalls includes:

- Monitoring and alerting for SNMP enabled network devices
- ISP vendor management
- Proactive checks on network devices
- Asset inventory of network devices

### Comprehensive Package — Premium Package plus:

- Remediation support for routers and firewalls

### Switch Package for switches only includes:

- 24X7 Monitoring & Alerting
- Ping monitor (device availability)
- Resource monitors (CPU, Memory, ports etc.)
- Configuration backup of manageable switches
- Asset/Inventory

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